

**Confidential Information**

June 9, 2015

VIA OVERNIGHT MAIL WITH CONFIRMATION OF DELIVERY

Attorney General Joseph Foster  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301

Dear Attorney General Foster,

We are writing to notify you of an unauthorized access to personal information involving one New Hampshire resident.

On May 21<sup>st</sup>, Volcano sent out an email to specific Volcano employees communicating information about their retirement account. There was a file attached to the email which was sent inadvertently and contained certain personal information applicable to the employees receiving the communication. The attached file contained the individual's name, email address (personal or work depending upon the email provided by the individual), social security number and employee identification number.

Volcano's human resources and legal department were promptly made aware of the error on May 21<sup>st</sup> and, as a result, the email messages sent to all internal Volcano email accounts were promptly recalled. There has been no evidence of the personal information being used for fraudulent purposes. Volcano is putting measures in place in order to avoid incidents of this nature from occurring again. In addition, Volcano is offering the impacted individual with one year of credit monitoring services.

Please find enclosed a copy of the notice to be provided to the impacted individual who resides in New Hampshire. Should you have any questions or require any further information, please feel free to contact Christine Bowden, Assistant General Counsel, at 858.720.4091 or [Cbowden@volcanocorp.com](mailto:Cbowden@volcanocorp.com).

Sincerely,



Joe Burnett  
Business Leader, Image Guided Therapy Devices  
General Manager, Volcano Corporation

Enclosures: Copy of Notification Letter to impacted resident

June 10, 2015

[Employee Name  
Employee Address]

**Subject: Privacy Notification**

Dear [Employee,]

As protecting our employees' privacy is very important at Volcano, we wanted to notify you of a privacy issue that has come to our attention.

On May 21<sup>st</sup>, Volcano sent out an email to specific Volcano employees communicating information about their retirement account. You were one of the employees who received this email. There was an attachment to the email which was sent inadvertently and contained some of your personal information, including your name, email address, social security number and employee identification number. Volcano's human resources and legal department were promptly made aware of the error and as a result the email messages sent to all internal Volcano email accounts were promptly recalled.

At Volcano, we take the privacy and integrity of our employee's personal information very seriously, which is why we felt it was important to reach out to you to make you aware of this situation. We are instituting measures to avoid this kind of incident in the future and we greatly apologize for any inconvenience this may cause you. In addition to the steps we have already put in place to protect your personal information, we advise you to remain diligent by reviewing account statements and consumer reports. In order to further assist you with protecting your personal information, we would like to offer you credit monitoring services for one year. To initiate your credit monitoring services, please follow the instructions enclosed.

Should you have any questions about this notice, please feel free to contact Christine Bowden, Assistant General Counsel, at 858.720.4091 or [Cbowden@volcanocorp.com](mailto:Cbowden@volcanocorp.com).

Sincerely,

Joe Burnett  
Business Leader, Image Guided Therapy Devices  
General Manager, Volcano Corporation

**What we are doing to protect your information:**

To help protect your identity, we are offering a **complimentary** one-year membership of Experian's® ProtectMyID® Elite. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

**Activate ProtectMyID Now in Three Easy Steps**

1. **ENSURE That You Enroll By: [date]** (Your code will not work after this date.)
2. **VISIT the ProtectMyID Web Site to enroll: [www.protectmyid.com/enroll](http://www.protectmyid.com/enroll)**
3. **PROVIDE Your Activation Code: [code]**

If you have questions or need an alternative to enrolling online, please call 877-441-6943 and provide engagement #: **[engagement number]**.

**ADDITIONAL DETAILS REGARDING YOUR 12-MONTH PROTECTMYID MEMBERSHIP:**

A credit card is not required for enrollment.

Once your ProtectMyID membership is activated, you will receive the following features:

- **Free copy of your Experian credit report**
- **Surveillance Alerts for:**
  - **Daily 3 Bureau Credit Monitoring:** Alerts of key changes & suspicious activity found on your Experian, Equifax®, and TransUnion® credit reports.
  - **Internet Scan:** Alerts if your personal information is located on sites where compromised data is found, traded or sold.
  - **Change of Address:** Alerts of any changes in your mailing address.
- **Identity Theft Resolution & ProtectMyID ExtendCARE:** Toll-free access to US-based customer care and a dedicated Identity Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each incident; help with contacting credit grantors to dispute charges and close accounts including credit, debit and medical insurance cards; assist with freezing credit files; contact government agencies.
  - It is recognized that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.
- **\$1 Million Identity Theft Insurance<sup>1</sup>:** Immediately covers certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.
- **Lost Wallet Protection:** If you misplace or have your wallet stolen, an agent will help you cancel your credit, debit, and medical insurance cards.

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<sup>1</sup> Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of AIG. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-441-6943.

**What you can do to protect your information:** There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s).

➤ **PLACE A 90-DAY FRAUD ALERT ON YOUR CREDIT FILE**

An **initial 90 day security alert** indicates to anyone requesting your credit file that you suspect you are a victim of fraud. When you or someone else attempts to open a credit account in your name, increase the credit limit on an existing account, or obtain a new card on an existing account, the lender should takes steps to verify that you have authorized the request. If the creditor cannot verify this, the request should not be satisfied. You may contact one of the credit reporting companies below for assistance.

**Equifax**

1-800-525-6285

[www.equifax.com](http://www.equifax.com)

**Experian**

1-888-397-3742

[www.experian.com](http://www.experian.com)

**TransUnion**

1-800-680-7289

[www.transunion.com](http://www.transunion.com)

➤ **PLACE A SECURITY FREEZE ON YOUR CREDIT FILE**

If you are very concerned about becoming a victim of fraud or identity theft, a security freeze might be right for you. Placing a freeze on your credit report will prevent lenders and others from accessing your credit report entirely, which will prevent them from extending credit. With a Security Freeze in place, you will be required to take special steps when you wish to apply for any type of credit. This process is also completed through each of the credit reporting companies.

➤ **ORDER YOUR FREE ANNUAL CREDIT REPORTS**

Visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 877-322-8228.

Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

➤ **MANAGE YOUR PERSONAL INFORMATION**

Take steps such as: carrying only essential documents with you; being aware of whom you are sharing your personal information with and shredding receipts, statements, and other sensitive information.

➤ **USE TOOLS FROM CREDIT PROVIDERS**

Carefully review your credit reports and bank, credit card and other account statements. Be proactive and create alerts on credit cards and bank accounts to notify you of activity. If you discover unauthorized or suspicious activity on your credit report or by any other means, file an identity theft report with your local police and contact a credit reporting company.

➤ **OBTAIN MORE INFORMATION ABOUT IDENTITY THEFT AND WAYS TO PROTECT YOURSELF**

- Visit <http://www.experian.com/credit-advice/topic-fraud-and-identity-theft.html> for general information regarding protecting your identity.
- The Federal Trade Commission has an identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information on-line at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft).