



**X.L. Global Services, Inc.**  
Seaview House  
70 Seaview Avenue  
Stamford, CT 06902-6040  
USA  
Phone 203-964-5200  
Fax 203-964-0763  
www.xlcapital.com

April 16, 2008

Office of the Attorney General  
Consumer Protection and Antitrust Bureau  
33 Capitol Street  
Concord, NH 03301

Re: Notification of Security Breach by USinternetworking, Inc.

Dear Sir or Madam:

In accordance with N.H. Rev. Stat. Ann. § 359-C:20(i)(b), I am writing to inform you about a security breach. A personal computer was recently stolen from an employee of one of our vendors, USinternetworking, Inc. of Annapolis, Maryland ("USi"). The personal computer contained the personal information of employees of XL Global Services, Inc. or its affiliates ("XL"), including approximately 1 New Hampshire resident.

XL takes privacy and security matters very seriously. At our request, USi immediately reported the theft to local law enforcement in Columbus, Ohio to investigate the matter. However, the investigation has not yet been successful. We have sent multiple e-mail notifications to the affected employees to notify them of the breach and the status. We have also had the attached notice sent to all individuals (including the New Hampshire resident) we have identified whose personal information may have been accessed by an unauthorized individual. The notices describe, among other things: (1) the general nature of the incident resulting in the potential information security breach, (2) the type of personal information that was the subject of the possible security breach, (3) the precautionary measures USi is taking (at XL's request) to help protect personal information from unauthorized use, (4) contact information for inquiries, and (5) how to enroll in Kroll's identity theft restoration and continuous credit monitoring services, which are being made available by USi (at XL's request) to affected individuals free of charge for two years.

Please contact me if you require any additional information concerning this matter.

Sincerely,

Daniel J. Losito  
Associate General Counsel

Enclosure



Secure Processing Center | 600 Satellite Blvd | Suwanee, GA 30024

Urgent Message from XL Global Services, Inc.  
Please Open Immediately.

<FirstName> <MiddleInitial> <LastName> <Suffix>  
<Address> (Line 1)  
<Address> (Line 2)  
<City> <State> <Zip>  
<POSTNET BARCODE>

**Re: Notice of Potential Disclosure of Personal Identifying Information and Information Regarding Identity Theft Safeguards to be provided by Kroll Inc.**

Dear <FirstName> <MiddleInitial> <LastName> <Suffix>,

As you know from an email sent to you in March 2008, X.L. Global Services, Inc. (the "Company") was informed by one of our third party vendors, USInternetworking Inc. ("USi"), of the theft of a USi laptop computer containing personal identifying information, including yours. This information included names, addresses, and Social Security numbers of employees of the Company and its affiliates.

Although we have no evidence that this information has been improperly accessed or misused, we want to make you aware of the incident and the steps that have been taken to prevent a reoccurrence. USi management immediately reported the theft to law enforcement authorities, and USi has been actively cooperating with those authorities in the continuing investigation. USi has also informed us that the laptop itself was password protected and the two files containing the personal identifying information of Company employees would not be immediately evident.

Because protecting your personal information is so important to us, USi has engaged Kroll Inc., the world's leading risk consulting company, to provide with access to its ID TheftSmart™ service. This service includes Enhanced Identity Theft Restoration and Continuous Credit Monitoring at no cost to you for two years.

ID TheftSmart is one of the most comprehensive programs available to help protect your name and credit against identity theft. We urge you to take the time to read about the safeguards now available to you.

If you have questions or feel you may have an identity theft issue, please call ID TheftSmart member services at 1-800-588-9839 between 8:00 am and 5:00 pm (Central Time), Monday through Friday.

On behalf of USi and the Company, we sincerely regret this incident.

Very truly yours,

Richard Pikowski, Global Head of Human Resource Operations  
X.L. Global Services, Inc.



<FirstName> <MiddleInitial> <LastName> <Suffix>  
Membership Number: <Membership Number>

Member Services: 1-800-588-9839  
8:00 a.m. to 5:00 p.m. (Central Time), Monday through Friday  
If you have questions or feel you may have an identity theft issue, please call ID TheftSmart member services



<FirstName> <MiddleInitial> <LastName> <Suffix>  
Membership Number: <Membership Number>

Member Services: 1-800-588-9839  
8:00 a.m. to 5:00 p.m. (Central Time), Monday through Friday  
If you have questions or feel you may have an identity theft issue, please call ID TheftSmart member services

Please detach cards and keep in a convenient place for your reference

## U.S. State Notification Requirements

---

### **For residents of Hawaii, Maryland, Michigan, North Carolina, Oregon, Vermont, and Wyoming:**

It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity. You may obtain a free copy of your credit report by contacting any one or more of the following national consumer reporting agencies:

#### **Experian**

P.O. Box 9554  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

#### **Equifax**

P.O. Box 105788  
Atlanta, Georgia 30348  
[www.equifax.com](http://www.equifax.com)

#### **TransUnion**

Fraud Victim Assistance Department  
P.O. Box 6790  
Fullerton, CA 92834-6790  
[www.transunion.com](http://www.transunion.com)

---

### **For residents of Oregon and Maryland:**

State laws advise you to report any suspected identity theft to law enforcement, as well as the Federal Trade Commission.

---

### **For residents of Maryland:**

You can obtain information from the Maryland Office of the Attorney General about steps you can take to avoid identity theft.

#### **Maryland Office of the Attorney General**

Consumer Protection Division  
200 St. Paul Place  
Baltimore, MD 21202  
1-888-743-0023  
[www.oag.state.md.us](http://www.oag.state.md.us)

#### **Federal Trade Commission**

Consumer Response Center  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
1-877-IDTHEFT (438-4338)  
[www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/)

---

### **For residents of Massachusetts:**

It is required by state law that you are informed of your right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent; however, using a security freeze may delay your ability to obtain credit.

To place a security freeze on your credit report, you need to send a request to a consumer reporting agency by certified mail, overnight mail, or regular stamped mail. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past two years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. The consumer reporting agency may charge a fee of up to \$5.00 to place a freeze or lift or remove a freeze, unless you are a victim of identity theft or the spouse of a victim of identity theft, and you have submitted a valid police report relating to the identity theft incident to the consumer reporting agency.

---