

**North Carolina Security Breach Reporting Form  
Pursuant to the Identity Theft Protection Act of 2005**

Name of Business Owning or Licensing Information Affected by the Breach: The Hertz Corporation  
Address: 14501 HERTZ COWAL SPRINGS PARKWAY  
OKLAHOMA CITY, OKLAHOMA 73134  
Telephone: (405) 774-4955  
Fax: (405) 775-4955  
Email: CSHAFFER@HERTZ.COM

**PLEASE SUBMIT FORM TO:**  
Consumer Protection Division  
NC Attorney General's Office  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
Telephone: (919) 716-6000  
Toll Free in NC: (877) 566-7226  
FAX: (919) 716-6050

Date Security Breach Reporting Form submitted: 11-27-2006  
Date the Security Breach was discovered: 10-25-2006  
Estimated number of affected individuals: 14,309  
Estimated number of NC residents affected: 1,154

Name of business maintaining or possessing information that was the subject of the Security Breach, if the business that experienced the Security Breach is not the same entity as the business reporting the Security Breach (pursuant to N.C.G.S. § 75-65(b)): THE HERTZ CORPORATION

Describe the circumstances surrounding the Security Breach and state whether the information breached was in electronic or paper format: We believe that the former employee obtained this information at the course of his employment and kept an electronic copy when his employment ended.  
Regarding electronic information breached, state whether the information breached or potentially breached was password protected or encrypted in some manner. password If so, please describe the security measures protecting the information: Authentication via Application Security

Describe any measures taken to prevent a similar Security Breach from occurring in the future: Application rewritten to Authenticate via Active Directory instead of Application Security Controls that enforce policy (password) are in place.

Date affected NC residents were/will be notified: 10-27-2006

If there has been any delay in notifying affected NC residents, describe the circumstances surrounding the delay pursuant to N.C.G.S. § 75-65(a) and (c): \_\_\_\_\_

If the delay was pursuant to a request from law enforcement pursuant to N.C.G.S. § 75-65(c), please include the written request or the contemporaneous memorandum.

How NC residents were/will be notified? (pursuant to N.C.G.S. § 75-65(e))

- written notice
- electronic notice (email)
- telephone notice
- substitute notice

Please attach copy of the notice if in written form or a copy of any scripted notice if in telephonic form.

Signature: Charles S. Shafer Date: 11-25-2006  
Contact Person, Title: Senior Vice President, Quality Assurance  
Address: \_\_\_\_\_  
(if different from above)  
Telephone: (405) 774-4955 Fax: (405) 775-4950 Email: CSHAFFER@HERTZ.COM

Charles L. Shafer  
Senior Vice President  
Quality Assurance and Administration



The Hertz Corporation  
P.O. Box 26120  
Oklahoma City, OK 73126-0120

October 27, 2006

Employee Name  
Street Address  
City, ST ZIP

Dear Employee Name:

On October 18, 2006, the Federal Bureau of Investigation notified us that a file containing your name, Hertz area and location number, job title, date of hire and social security number had been found on the home computer of a former Training Department employee in Oklahoma City. We believe that the former employee obtained this information in the course of his employment in the Training Department and kept a copy when his employment ended, in violation of Hertz's policies.

We are fully cooperating with the FBI in its investigation of what has taken place. To date, we have received no information, from the FBI or any other source, indicating that the former employee transmitted information about you to anyone else or used the information about you for any purpose. The computer on which he stored the data is currently in the possession of the FBI, and we have received assurances from the FBI that if the computer is returned to him, the data about you will no longer be present on it. While we are heartened that the computer is now in safe hands and that we do not have evidence that information about you was improperly transmitted or used, we cannot offer absolute assurance of this. For that reason, we are writing to you to advise you of the incident.

### **Steps We Recommend You Take**

You can take some simple steps to protect yourself against identity theft or other fraudulent misuse of information about you. Notably, watch for any unusual activity on your credit card accounts or suspicious items on your bills. You may wish to contact your credit card issuers and inform them of what has taken place. You may also wish to do the following:

- Under federal law, you are entitled to one free copy every twelve months of your credit report from each of the three major credit reporting companies. You may obtain a free copy of your credit report by going on the internet to [www.AnnualCreditReport.com](http://www.AnnualCreditReport.com) or by calling 1-877-FACTACT (1-877-322-8228). If you would rather write, a request form is available on [www.AnnualCreditReport.com](http://www.AnnualCreditReport.com). You may want to obtain copies of your credit reports to ensure the accuracy of the report information.

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- The three major credit reporting companies are:

Equifax  
Report Fraud: 1-877-478-7625  
[www.equifax.com](http://www.equifax.com)

TransUnion  
Report Fraud: 1-800-680-7289  
[www.transunion.com](http://www.transunion.com)

Experian  
Report Fraud: 1-888-397-3742  
[www.experian.com](http://www.experian.com)

Identity theft is a growing concern. To learn more, you can go to <http://www.consumer.gov/idtheft>, or <http://www.ftc.gov/credit>, or call 1-877-IDTHEFT (1-877-438-4338).

In addition, we have arranged with Equifax Personal Solutions to help you protect your identity and your credit information at no cost to you. The steps to follow are:

1. Enroll in Equifax Credit Watch™ Gold identity theft protection service. This product is being provided to you at no cost.
2. Additionally, you may choose to adopt an increased level of protection by placing a fraud alert on your credit file at Equifax and the other two credit reporting agencies

### **Enroll in Equifax Credit Watch™ Gold**

Equifax Credit Watch provides you with a 1 year membership service. Credit Watch will provide you with an “early warning system” to changes to your Equifax credit file and help you to understand the content of it. The key features and benefits are listed below:

- Monitoring of your Equifax credit file and alerts you to key changes via email within 24 hours.
- Wireless alerts and customizable alerts available
- “No news is good news” monthly message if there are no alerts.
- Unlimited Equifax Credit Reports™
- \$20,000 in identity theft protection with \$0 deductible (certain limitations and exclusions may apply)<sup>1</sup>
- 24 by 7 live agent Customer Service to assist you in understanding the content of your Equifax credit information, to provide personalized identity theft victim assistance and in initiating an investigation of inaccurate information.

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<sup>1</sup> Identity Fraud Expense Reimbursement Master Policy underwritten by Travelers Casualty and Surety Company of America and its property casualty affiliates, Hartford, CT 06183. Coverage for all claims or losses depends on actual policy provisions. Availability of coverage can depend on our underwriting qualifications and state regulations. Coverage not available for residents of New York. Equifax's credit monitoring products are protected by US Patent 7,208,052

## **How to Enroll**

Equifax has a simple Internet-based verification and enrollment process, which you can access by visiting <http://www.myservices.equifax.com/gold> and following these steps:

- **Step 1 – Registration:** Complete the form with your contact information (name, address, telephone #, Social Security Number, date of birth, e-mail address). The information is provided in a secured environment.
- **Step 2 – Verify Your Identity:** Equifax will verify your identity by asking you up to two security questions
- **Step 3 – Order Summary:** During the "check out" process, provide the following promotional code: **PROMOTION CODE** in the "Enter Promotion Code" box. (case sensitive, no spaces, include dash.) After entering your code, press the "Apply Code" button and then the "Submit" button at the bottom of the page. (This code eliminates the need to provide a credit card number for payment.)
- **Step 4 – Go to the Member Center:** Under "Product List" select Credit Watch Gold to access the product features.

If you do not have access to the Internet or wish for any other reason to enroll in Credit Watch by mail instead of the online service, please fill out the attached form and fax or mail it to the number/address listed on the form. You will also need the Promotional Code to enroll.

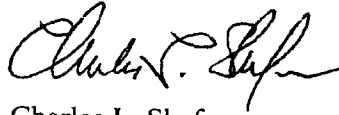
## **Place a Fraud Alert**

A fraud alert is a consumer statement added to your credit report. This statement alerts creditors of possible fraudulent activity within your report as well as requests that they contact you prior to establishing any accounts in your name. Once the fraud alert is added to your credit report, all creditors should contact you prior to establishing any account in your name. To place a fraud alert on your Equifax credit file, you may contact our auto fraud line at 1-877-478-7625, and follow the simple prompts. Once the fraud alert has been placed with Equifax, a notification will be sent to the other two credit reporting agencies, Experian and Trans Union, on your behalf.

I am terribly sorry that this incident occurred, and on behalf of Hertz, I offer my sincere apologies. I assure you that we have taken a number of steps, including a thorough review of the circumstances in which social security numbers are provided by the payroll department to other parts of the company and a thorough review of the data being held by the Training Department, to ensure that an incident of this nature does not recur.

If you have any questions or concerns about this matter, I recommend that current employees contact your Employee Relations Manager. Former employees should correspond via e-mail [employeequestions@hertz.com](mailto:employeequestions@hertz.com) or via regular mail to P.O. Box 26120, Oklahoma City, Ok. 73136-0120, or call 1-888-222-8086.

Sincerely,



Charles L. Shafer  
Senior Vice President, Quality Assurance  
and Administration  
The Hertz Corporation