

# FAX

**To: Consumer Protection Board**

Company:

Fax: 518-474-2474

Phone:

**From: Brian O'Neill/NYLIC**

Fax:

Phone:

E-mail:

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**NOTES:**

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**Date and time of transmission:** Wednesday, April 05, 2006 3:05:20 PM  
**Number of pages including this cover sheet:** 05

**Trans Union - [www.transunion.com](http://www.transunion.com)**

1-800-680-7289

**Experian - [www.experian.com](http://www.experian.com)**

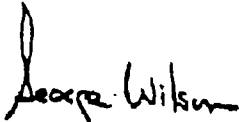
1-800-680-7289

Once the alert is processed, the agency you contacted will notify the other two, which then must also place fraud alerts on your file. You will receive a free copy of your credit report from these agencies. When you receive your credit report, please review it carefully. Look for accounts you did not open and inquiries from creditors that you did not initiate. Also, look for inaccurate personal information, such as home address and Social Security number. If you see anything you do not understand, or if you find suspicious activity on your credit report, immediately call the credit agency and make a report. At this time, you may want to place an extended fraud alert on your file, which will remain on your credit file for seven years.

Even if you do not find any signs of fraud on your credit report, we recommend that you check your credit report every three months for the next year. You can call one of the numbers above to order your report and to keep the fraud alert in place.

We regret any inconvenience this may cause you. If you have any questions or concerns, please call New York Life at our toll-free number, 800-695-4331.

Sincerely,



George Wilson, FLMI  
Service Center Vice President

1 Rockwood Road  
Sleepy Hollow, New York 10591  
Phone: 914-846-3620  
Fax: 914-846-4613

**New York Life  
Insurance Company**

# Fax

**To:** Consumer Protection Board (CPB) **From:** Brian O'Neill

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**Fax:** 518-474-2474 **Date:** April 5, 2006

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**Phone:** **Pages:** 4 including cover

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**Re:** Security Breach Notification **CC:**

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**Urgent**     **For Review**     **Please Comment**     **Please Reply**     **Please Recycle**

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**•Comments:**



005798917

New York Life Insurance Company  
1 Rockwood Road, Rm. 3N616  
Sleepy Hollow, NY 10591  
[www.newyorklife.com](http://www.newyorklife.com)



*The Company You Keep®*

April 5, 2006

Mr.

### **IMPORTANT NOTIFICATION**

The confidentiality and security of our former and current customers' personal information is very important to New York Life. We maintain physical, electronic and procedural safeguards that meet state and federal regulations, and we limit employee and agent access to our customers' information.

Unfortunately, a laptop belonging to your agent, Annie Cooper, was recently stolen. A police report of this incident has been filed.

Ms. Cooper's laptop may have contained personal information about you, such as your name, address, date of birth, Social Security number and policy number. The computer program that held the customer information was password protected with an eight character alpha-numeric (i.e., combination of letters and numbers) password. This password protection reduces the likelihood that someone could access your confidential information; however, as a precaution, we are notifying you about this potential breach of security. In addition, we have flagged your account number in our system so that additional verification protocols will be used if anyone tries to access your account.

Although we are employing measures to prevent unauthorized access to your records with us, we want to inform you about this incident so that you can determine whether you should take some additional steps to protect yourself from identity theft. We recommend that you place an initial fraud alert on your credit report. A fraud alert lets creditors know to contact you before opening new accounts. The initial fraud alert stays on your credit file for at least 90 days. To place the initial fraud alert on your credit report, you are only required to provide to the consumer reporting agency information they can use to verify your identity, such as your Social Security Number. You only need to contact one of the consumer reporting agencies listed below to place to a fraud alert on your credit file.

**Equifax - [www.equifax.com](http://www.equifax.com)**  
1-800-525-6285