



To: **Consumer Protection Board (CPB):**
ATTN: Security Breach Notification - Fax: 518-474-2474

From: William Duserick
Fidelity Investments
Tel. (617) 392-1224

Date: October 6, 2006

#Pages: 4
(incl. cover)

**Please Read This Important Notice**

We are writing to let you know that an email containing personally identifiable information about you was recently sent in error by Fidelity to another Fidelity client. The information did not come from any breach of Fidelity systems: it was compiled from the authorized Direct Connect subscriber list. The information in this e-mail contained your name and Social Security Number (SSN).

What happened?

This disclosure was an isolated instance of human error. The information contained in the email was neither obtained nor sent with the intent to use the data. The unauthorized distribution of this information was limited to two individuals in the HR department of a Fidelity client (covered by a Confidentiality Agreement with Fidelity) and was then forwarded internally at the client to two additional individuals shortly after receipt.

Upon discovery, Fidelity requested that the recipient organization delete the information. We have been assured by the client who received this electronic communication that all information disclosed in that e-mail has been deleted from the inbox of all individuals with whom it was shared, deleted from any electronic trash boxes, was not printed, was not shared beyond the stated four individuals, and has not been in any other manner copied or reproduced, and was not in any other way shared, forwarded or retained. The client further acknowledged that it did not, and will not, make any use of that information for any purpose. Accordingly, there is no reason to believe that the data has been or will be misused.

We deeply regret this error and are keenly aware of how important your personal information is to you.

What steps has Fidelity taken to protect me in light of this incident?

Fidelity has arranged for you to enroll, at your option, in a credit monitoring service at no cost to you for two years. This service will allow you to monitor your credit as well as any unusual activity that may affect your personal financial situation. The service is provided by Equifax, one of the major credit reporting companies that monitors activity.

For affected individuals with accounts at Fidelity, we will employ additional security controls and will implement additional monitoring to determine if there is any unusual activity in your Fidelity accounts.

To enroll in the Equifax Credit WatchTM service, simply fill out the enclosed form and return it to Equifax. Or, enroll online at www.myservices.equifax.com/monitor by using the promotional code from the attached directions. Once you have enrolled, you will be provided with several services including credit monitoring, a copy of your credit report, notification of activity,

additional access to your credit report, and some level of identity theft insurance for expenses. In addition, you will have access 24 hours a day, 7 days a week to Equifax's customer service representatives.

This disclosure was inadvertent and is attributable to human error. It was not the result of a computer virus, breach in information security or any unauthorized access to Fidelity customer or participant information.

We deeply regret this incident. Fidelity is treating this matter extremely seriously and we are keenly aware of how important protecting personal information is. We value the business and trust that you place in Fidelity and regret any concerns this may cause you. If you have any questions regarding this situation, please call **[insert number]**.

Sincerely,



William G. Duserick
Vice President, Chief Privacy Officer
Fidelity Investments