

10-88933#73776003#19 P.02

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: Unilever
Address: 211 Highway East
Racford, NC 28376
Telephone: 910-875-1336
Fax: 910-875-1328
Email: Stephen.pass@unilever.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: February 6, 2007

Date the Security Breach was discovered: Unilever vendor, Towers Perrin, discovered the breach on December 1, 2006

Estimated number of affected individuals: Approximately 52,000
Estimated number of NC residents affected: Approximately 1,714

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)): Towers Perrin

Describe the circumstances surrounding the Security Breach and state whether the information breached was in electronic or paper format: On December 1, 2006, a Unilever vendor, Towers Perrin, learned that laptops containing personal information belonging to its clients had been stolen from its offices. One of the laptops contained personal information, including names and social security numbers of Unilever employees and former employees. The laptop was not encrypted, but the laptop and the email program were separately password protected. We have no information indicating that personal data has been misused. Towers Perrin reported the theft to the New York City Police Department (Mid-Town South Precinct) on December 7, 2006. The police report number is 2006-014-17855. Subsequently, the District Attorney's Office for the County of New York requested that notification to affected individuals be delayed until January 5, 2007. Attached is a copy of the notice to affected individuals.

Regarding electronic information breached, state whether the information breached or potentially breached was password protected or encrypted in some manner. Yes. If so, please describe the security measures protecting the information: The stolen laptops were not encrypted, but the laptop and email program were separately password protected.

Describe any measures taken to prevent a similar Security Breach from occurring in the future: Towers Perrin has accelerated a project already underway to encrypt all laptops by the end of January 2007. Towers Perrin has also engaged an information security consulting firm to review their policies and procedures in the context of this incident to help them assess areas of vulnerability, target areas for improvement, and implement necessary changes.

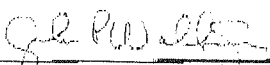
Date affected NC residents were/will be notified: Consumer mailings began on January 9, 2007

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): After Towers Perrin reported the theft to the New York City Police Department (Mid-Town South Precinct) on December 7, 2006, the District Attorney's Office for the County of New York subsequently requested that notification to affected individuals be delayed until January 5, 2007 pursuant to an ongoing investigation.

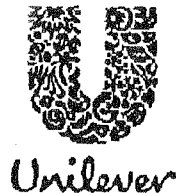
If the delay was pursuant to a request from law enforcement pursuant to N.C.G.S. § 75-65(c), please include the written request or the contemporaneous memorandum.

How NC residents were/will be notified? (pursuant to N.C.G.S. § 75-65(e))
Please attach copy of the notice if in written form or a copy of any scripted notice if in telephonic form.

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

Signature:  Date: February 6, 2007

Contact: John Walsh, on behalf of Unilever
 Title: Chief Information Security Officer of Towers Perrin
 Address: 1500 Market Street
 Philadelphia, PA 19102
 Telephone: 215-246-7654
 Fax: 215-246-4463
 Email: john.walsh@towersperrin.com



January, 2007

RE: IMPORTANT NOTICE

Dear

We are writing to let you know that we recently learned that laptops containing information about you were stolen from Towers Perrin, a company that provides management consulting services to Unilever. To perform its services, Towers Perrin had access to some of your personal information, including your name and Social Security number which were on the stolen laptops. We deeply regret that this situation occurred and are keenly aware of how important your personal information is to you. We have no reason to believe that the computers were stolen for the Unilever information they contained nor do we believe this information has been misused. Even so, we want to inform you of the situation and suggest some steps you can take to protect yourself from identity theft now and in the future. Towers Perrin also promptly reported the theft to law enforcement authorities, who subsequently requested that we delay this notification until January 2007 to avoid any possible impediment to their investigation.

We take seriously our commitment to safeguarding confidential information entrusted to us, like your personal information. All of the stolen laptops and e-mail accounts were password-protected, and some files were password-protected as well. You may rest assured that we are carefully reviewing this incident and are working with Towers Perrin to take whatever measures are necessary to ensure that it does not happen again. Because of this incident, Towers Perrin has accelerated a project the firm already had underway to encrypt all laptops by the end of January 2007. In addition, Towers Perrin has engaged an information security consulting firm to review its policies and procedures in the context of this incident to help the firm assess its areas of vulnerability, target areas for improvement and implement necessary changes.

Precautions You Can Take

Although we have no knowledge of any misuse of your information, **Towers Perrin has arranged for you to enroll, at your option, in the Equifax Credit Watch™ Gold with 3-in-1 credit monitoring product at no cost to you for one year.** The product will provide you with an early warning system for changes to your credit file and help you to understand the content of your credit file at the three credit reporting agencies. To enroll in this product, go to Equifax's website at www.myservices.equifax.com/tri and complete the enrollment process. During the "check out" process, provide the following promotional code: CODE in the "Enter Promotion Code" box. Alternately, you may

enroll in the U.S. Mail version of the product by completing and sending the enclosed form by mail or via fax to Equifax at the phone number or address shown on the form.

Once you have enrolled, the Equifax Credit Watch™ Gold with 3-in-1 credit monitoring product will provide you with several valuable services including:

- Credit file monitoring of your Equifax, Experian, and TransUnion credit reports;
- Automatic notification of key changes to your credit files from any of the three agencies;
- Free 3-In-1 Credit Report and unlimited Equifax Credit Reports™;
- For those residing outside New York, \$20,000 in identity theft protection with \$0 deductible (subject to the terms, limitations and exclusions of the policy)[†]; and
- 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 to help you initiate an investigation of inaccurate information.

You may also want to consider placing an initial fraud alert on your credit file, which stays on your credit report for 90 days. You can do so by contacting one of the three credit reporting agencies listed below. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. As soon as one credit reporting company confirms your fraud alert, the others are notified to place a similar alert. When you place this alert on your credit report, you will receive information about ordering one free credit report from each of the credit bureaus.

- Equifax: 877-478-7625 www.equifax.com; PO Box 740241, Atlanta GA 30374-0241
- Experian: 888-397-3742 www.experian.com; PO Box 9532, Allen TX 75013
- TransUnion: 800-680-7289 www.transunion.com; Fraud Victim Assistance Division, PO Box 6790, Fullerton CA 92834-6790

Once you receive your reports, we urge you to review them carefully for inquiries from companies you did not contact, accounts you did not open, and debts on your accounts that you cannot explain. Verify the accuracy of your Social Security number, address(es), complete name and employer(s). Notify the credit bureaus if any information is incorrect. You should also be similarly vigilant in monitoring any consumer accounts you have for suspicious activity. Be sure to report suspected identity theft to the credit bureaus, to the company maintaining any compromised account and to the proper authorities. To learn more about how to protect yourself from identity theft, please visit www.consumer.gov/idtheft or call the Federal Trade Commission hotline phone number: 1-877-IDTHEFT (438-4338).

Again, we apologize for any inconvenience or concerns this incident may cause. We are committed to assisting you in protecting yourself. If you have any questions or need additional information, you may contact Towers Perrin's information hotline at 1-800-788-2795.

Sincerely,
Unilever United States Human Resources Department

[†] 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

DISTRICT ATTORNEY
OF THE
COUNTY OF NEW YORK
ONE HOGAN PLACE
New York, N. Y. 10013
(212) 336-6000



ROBERT M. MORGENTHAU
District Attorney

December 21, 2006

Karen M. Allen
Towers Perrin
Managing Counsel – Intellectual Property
1500 Market Street, Centre Square East
Philadelphia, PA 19102


Ms. Allen:

The New York County District Attorney's Office is currently conducting an investigation into the theft of five laptop computers taken from your Manhattan office located at 335 Madison Avenue.

We are informed that these computers contained sensitive client data including personal identifying information. As you are aware, the loss of this type of data triggers notification requirements under the laws of many states including New York. However, these statutes also specifically allows for a delay of such notification if such delay is requested by law enforcement. Notifying the owners of the personal identifying information regarding the loss of their data at this time could impede our investigation into the theft of the laptops in question. Therefore, we are requesting that you delay notification of this incident until January 1, 2007. This delay will ensure that the notification does not compromise our investigation.

Thank you for assistance and cooperation in this matter.

Respectfully,



Jeremy Saland
Assistant District Attorney

DISTRICT ATTORNEY
OF THE
COUNTY OF NEW YORK
ONE HOGAN PLACE
New York, N. Y. 10013
(212) 335-9000



ROBERT M. MORGENTHAU
DISTRICT ATTORNEY

December 29, 2006

Karen M. Allen
Towers Perrin
Managing Counsel - Intellectual Property
1500 Market Street, Centre Square East
Philadelphia, PA 19102


Ms. Allen:

As you are aware, the New York County District Attorney's Office is currently conducting an investigation into the theft of five laptop computers taken from your Manhattan office located at 335 Madison Avenue.

As previously discussed, the loss of the data contained on the computers triggers notification requirements under the laws of many states including New York. However, these statutes specifically allow for a delay of such notification if such delay is requested by law enforcement. Due to a recent arrest and the progression of the investigation into the loss of computers and personal identification information, I ask that you delay the notification process until January 5, 2005. This delay will ensure that the notification does not impede our investigation or progress.

Thank you for assistance and cooperation in this matter.

Respectfully,


Jeremy A. Baland
Assistant District Attorney