





Hewlett-Packard Company  
3000 Hanover Street  
Palo Alto, CA 94304-1112

December X, 2008

[Name]  
[Address]  
[Address]

Dear Participant:

I am writing to inform you of the theft of a laptop computer which contained certain personal information of some participants in the HP benefits program. Although there is no evidence to suggest that the information on the laptop has been misused, HP has been working closely with law enforcement authorities to recover the laptop, which was stolen several months ago.

We have been working to fully establish the specific information contained on the laptop and, at this time, names and Social Security numbers of some current and former employees have been identified. Steps are being taken to help ensure that this type of incident does not happen in the future.

We regret that this incident may affect you. We take our obligation to safeguard personal information very seriously and, therefore, we are alerting you so you can take steps to help protect yourself from possible identity theft. The laptop was secured by a user name and password, and we have no evidence indicating that any of the information has been accessed or misused. Nevertheless, we encourage you to remain vigilant for incidents of identity theft and to regularly review and monitor your account statements and credit reports. The reverse side of this letter and the attached Reference Guide provides details on these and other actions you may wish to consider.

You are entitled under U.S. law to one free credit report annually from each of the three national credit bureaus. To order your free credit reports, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll-free (877) 322-8228.

To further assist you, we are offering you the opportunity to enroll in credit monitoring, which we have arranged to provide at no charge to you for up to two years. The attached Reference Guide provides information on how you can enroll in Triple Alert<sup>SM</sup> credit monitoring and recommendations by the U.S. Federal Trade Commission on how to further protect yourself against identity theft. You may also want to place a fraud alert or security freeze on your credit file.

If you require additional information you may contact the Hewlett-Packard Privacy Office by sending an email message to [privacy@hp.com](mailto:privacy@hp.com) or by calling (800) 335-6278.

Again, we regret any inconvenience this may cause you and will continue to pursue this matter to help prevent this type of incident from occurring in the future.

Sincerely,

Scott Taylor  
Chief Privacy Officer  
Hewlett-Packard Company

**To Enroll in the Credit Monitoring Product:**

To help you detect the possible misuse of your personal information, we are providing you with a complimentary two year membership in the Triple Alert<sup>SM</sup> credit monitoring product at no cost to you. Triple Alert<sup>SM</sup> will be provided by ConsumerInfo.com, Inc., an Experian<sup>®</sup> company and will monitor your credit reports at the three national credit reporting companies: Experian, Equifax<sup>®</sup> and TransUnion<sup>®</sup> and notify you of key changes. Triple Alert<sup>SM</sup> is a powerful tool that will help you identify potentially fraudulent use of your information. Your Triple Alert<sup>SM</sup> membership is completely free and will not hurt your credit score.

The complimentary 24-month **Triple Alert<sup>SM</sup>** membership includes:

- Daily monitoring of your credit reports every day so you don't have to
- Notification alerts when key changes are detected so you can act quickly
- If you become a victim of fraud or identity theft, a Fraud Resolution Representative will assist you with the process of resolving problems associated with credit fraud or identity theft
- \$25,000 in identity theft insurance provided by Virginia Surety Company, Inc. with no deductible\*

\*Due to New York state law restrictions, identity theft insurance coverage cannot be offered to residents of New York. All other benefits of Triple Alert<sup>SM</sup> are available to residents of New York.

You have until February 28, 2009 to activate this membership, which will then continue for 24 full months. We encourage you to activate your credit monitoring membership as soon as possible.

The web site to enroll in Triple Alert and your individual activation code are both listed below. To sign up, please visit the web site and enter your individual activation code. Please keep in mind that once activated, the code cannot be re-used for another enrollment. The web site will guide you through the process of enrolling in Triple Alert. If you need technical assistance, please call customer care toll free at (866) 252-0121 (or direct dial outside the U.S. at (479) 573-7373).

Triple Alert Web Site: <http://partner.consumerinfo.com/hp>

Your Activation Code: **[insert Activation Code using required 14-point font]**

If you wish to enroll over the phone for delivery of your membership via US mail, please call customer care toll free at (866) 252-0121 (or direct dial outside the U.S. at (479) 573-7373).

Again, your Triple Alert membership is completely free and will not hurt your credit score.

## Reference Guide

We encourage individuals receiving Hewlett-Packard's letter to take the following steps:

**Order Your Free Credit Reports.** To order your free credit reports, visit [www.annualcreditreport.com](http://www.annualcreditreport.com), call toll-free at 877-322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's website at [www.ftc.gov](http://www.ftc.gov) and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. Do not contact the three credit bureaus individually. They provide free annual credit reports only through the website or toll-free number.

When you receive your credit report, review it carefully and look for accounts you don't recognize. Look in the "inquiries" section for names of creditors from whom you haven't requested credit. Some companies bill under names other than their store names. The credit bureau will be able to tell you when that is the case. Look in the "personal information" section for any inaccuracies in the information (such as your home address and Social Security number). Errors in this information may be a warning sign of possible identity theft. You should notify the credit bureaus of any inaccuracies in your report, whether due to error or fraud, as soon as possible so the information can be investigated and, if found to be in error, corrected. If there are accounts or charges you did not authorize, immediately notify the appropriate credit bureau by telephone and in writing.

If you find items you don't understand on your report, call the credit bureaus at the number given on the report. Credit bureau staff will review your report with you. If the information can't be explained, then you will need to call the creditors involved. Information that can't be explained also should be reported to your local police or sheriff's office because it may signal criminal activity.

**Contact the U.S. Federal Trade Commission.** If you detect any unauthorized transactions in your financial account, promptly notify your financial institution. If you detect any incident of identity theft or fraud, promptly report the incident to your local law enforcement authorities, your state Attorney General and the Federal Trade Commission. If you believe your identity has been stolen, the U.S. Federal Trade Commission ("FTC") recommends that you take these additional steps:

- Close the accounts that you have confirmed or believe have been tampered with or opened fraudulently. Use the FTC's ID Theft Affidavit (available at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)) when you dispute new unauthorized accounts.
- File a local police report. Obtain a copy of the police report and submit it to your creditors and any others that may require proof of the identity theft crime.

You can learn more about how to protect yourself from becoming a victim of identity theft by contacting the FTC:

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

**Place a Fraud Alert on Your Credit File.** To protect yourself from possible identity theft, consider placing a fraud alert on your credit file. A fraud alert helps protect you against the possibility of an identity thief opening new credit accounts in your name. When a merchant checks the credit history of someone applying for credit, the merchant gets a notice that the applicant may be a victim of identity

theft. The alert notifies the merchant to take steps to verify the identity of the applicant. You can report potential identity theft to all three of the major credit bureaus by calling any one of the toll-free fraud numbers below. You will reach an automated telephone system that allows you to flag your file with a fraud alert at all three bureaus.

|            |   |              |                    |
|------------|---|--------------|--------------------|
| Equifax    | P.O. Box 740241<br>Atlanta, Georgia 30374-0241  | 800-525-6285 | www.equifax.com    |
| Experian   | P.O. Box 9532<br>Allen, Texas 75013   | 888-397-3742 | www.experian.com   |
| TransUnion | Fraud Victim Assistance Division<br>P.O. Box 6790<br>Fullerton, California 92834-6790 | 800-680-7289 | www.transunion.com |

**Place a Security Freeze on Your Credit File.** You may wish to place a “security freeze” on your credit file. A security freeze generally will prevent creditors from accessing your credit file at the three nationwide credit bureaus without your consent. You can request a security freeze by contacting each of the three credit bureaus at:

|            |   |                    |
|------------|---|--------------------|
| Equifax    | P.O. Box 105788<br>Atlanta, Georgia 30348   | www.equifax.com    |
| Experian   | P.O. Box 9554<br>Allen, Texas 75013   | www.experian.com   |
| TransUnion | Fraud Victim Assistance Division<br>P.O. Box 6790<br>Fullerton, California 92834-6790 | www.transunion.com |

The credit bureaus may charge a reasonable fee to place a freeze on your account and may require that you provide proper identification prior to honoring your request.

**For Maryland Residents.** You can obtain information from the Maryland Office of the Attorney General about steps you can take to help prevent identity theft. You can contact the Maryland Attorney General at:

Maryland Office of the Attorney General  
Consumer Protection Division  
200 St. Paul Place  
Baltimore, MD 21202  
888-743-0023  
www.oag.state.md.us