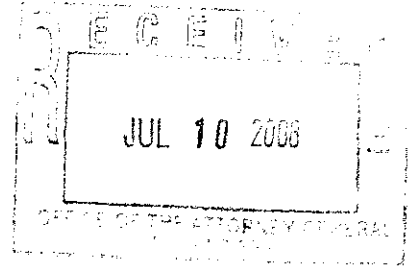




July 8, 2008

Office of the Attorney General
900 East Main Street
Richmond, Virginia 23219



Re: Posting of Names and Social Security Numbers on Internet

Dear Attorney General:

As a matter of public policy, the Washington Metropolitan Area Transit Authority (WMATA) is writing to advise you that between June 9 and June 25, 2008, during the solicitation phase of a procurement, WMATA inadvertently posted personal information about current and former WMATA employees.

The posting contained the names and/or social security numbers of current and former WMATA employees. Enclosed please find a copy of the notice and Reference Tool which will be sent to 105 Virginia residents whose social security and names were posted. We will be offering them, at no cost, credit monitoring for one year.

WMATA does not concede that it is subject to Va. Code Ann. § 18.2-186.6 B. WMATA is an interstate compact agency of the District of Columbia, the State of Maryland, and the Commonwealth of Virginia (the "signatories"), and was created with the consent of the United States Congress pursuant to Public Law 89-774, 80 Stat. 1324, as amended. Section 77 of the Compact exempts WMATA from all laws, rules, regulations, and orders of the signatories except the laws, rules, regulations, and orders relating to the inspection of equipment and facilities, and safety and testing. However, as a matter of public policy and sound business judgment, WMATA believes that it is important and appropriate to provide this notice.

Please also be advised that WMATA is immediately taking steps to implement new procedures for the posting of information on the Internet, which will involve multiple checks to ensure documents are thoroughly reviewed and do not contain personal information. WMATA has retained counsel with expertise in the area of information technology and security to assist us in providing

Washington
Metropolitan Area
Transit Authority

1200
1200
1200
1200
1200
1200
1200
1200
1200
1200

1200
1200
1200
1200

appropriate redress to affected individuals. If you have any questions or comments, please do not hesitate to call me at (202) 962-2531.

Sincerely,

A handwritten signature in cursive script, appearing to read "Carol B. O'Keeffe". The signature is written in dark ink and is positioned above the typed name.

Carol B. O'Keeffe
General Counsel

Date

Name

Address Line 1

Address Line 2

Dear (Name)

We are contacting you to inform you that we have determined that between June 9 and June 25, 2008, your *name* and Social Security Number were mistakenly posted in files on the Internet as part of a solicitation to companies interested in providing services to our workers' compensation office. You should have already received a separate letter, dated July 3, 2008, notifying you about the release of your Social Security Number, but unfortunately the posted files also identified your name. Personal information in the posted files was not completely removed. We deeply regret this incident.

Although there is no indication that any of this information has been misused, it is not possible for us at this time to foreclose the possibility that the information could be used with fraudulent intent. However, we do wish to advise you that there are proactive measures you can take to minimize the risk of misuse or identity theft.

As a first step, we encourage you to obtain credit monitoring. To help in this respect, we have engaged ConsumerInfo.com, Inc., an Experian® company, to provide you with one full year of credit monitoring, at no cost to you. This credit monitoring product, known as Triple AdvantageSM Premium, will identify and notify you of key changes that are detected on any of your credit reports from the three credit reporting companies: Experian, Equifax® and TransUnion®. This credit monitoring product is a powerful tool that you can use to help you identify possible fraudulent use of your information. The earlier mailing included your Single Use Credit Monitoring Activation Code. If you cannot find the earlier letter with the activation code, please contact Donna Williams at (202) 962-2681.

You have until October 8, 2008 to activate this membership, which will then continue for 12 full months. We encourage you to activate your credit monitoring membership as soon as possible; make sure that you do so before you request a fraud alert.

- A. To sign up online, please visit <http://partner.consumerinfo.com/wmata> and enter your individual activation code. Please keep in mind that once activated the code cannot be re-used. You will be instructed on how to enroll in your complimentary credit-monitoring product. If you sign up online, all credit reports and alerts will be delivered via email.
- B. To sign up by telephone, dial (866) 252-0121. If you sign up by telephone, all credit reports and alerts will be delivered via U.S mail.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, immediately call Metro Transit Police at (202) 962-1792 and file a police report. Then, get a copy of the police report.

You should also file a complaint with the Federal Trade Commission at www.ftc.gov/idtheft or at 1-877-ID-THEFT (877-438-4338). Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcers for their investigations.

In addition to activating credit monitoring as described above, we suggest that **you** take the following steps:

1) **You should consider placing a fraud alert on your credit files.** A fraud alert is a consumer statement stating that you wish companies to contact you prior to issuing credit in your name. This can be accomplished by contacting one of the three credit reporting companies listed below. You will be required to provide your Social Security Number via the credit reporting company's computerized system. You need only place a fraud alert with one of the three credit reporting companies; each company will automatically notify the other two. Please note the fraud alert is temporary and will have to be renewed every 90 days and can be renewed for up to one year at no cost. The three credit reporting companies are

Equifax
(888) 766-0008
www.equifax.com/home
P.O. Box 740241
Atlanta, GA 30374

Experian
(888) 397-3742
www.experian.com
P.O. Box 2002
Allen, TX 75013

TransUnion
(800) 680-7289
www.transunion.com
P.O. Box 6790
Fullerton, CA 92834

Credit Reporting Company policies prohibit Metro from placing fraud alerts on any individual's credit records. Therefore, only you can take the steps referenced above.

2) You should also request a free copy of your credit report. This is not necessary if you have activated your Triple Advantage Premium membership.

3) **If your credit report contains suspicious activity, contact the Identity Theft Resource Center® ("ITRC").** The ITRC is a non-profit, nationally respected organization dedicated exclusively to the understanding and reduction of identity theft, and related issues.

We have retained the ITRC to assist you, if needed. ITRC advisors will provide guidance and answer any questions you may have. Their assistance is free of charge to you. ITRC advisors can be reached at:

(858) 693-7935 (option 2)
email: itrc@idtheftcenter.org
www.idtheftcenter.org

4) **Do not close any financial accounts.** Your financial accounts have **not** been affected by this breach. You may consider **adding a password** to credit and bank accounts if you wish to add an additional level of security.

5) **For additional assistance on how to avoid identity theft, you may also contact:**

Federal Trade Commission
Bureau of Consumer Protection
Division of Privacy and Identity Protection
600 Pennsylvania Avenue, NW
Washington, DC 20580
(877) 438-4338
www.ftc.gov/bcp/edu/microsites/idtheft/

Office of the Attorney General
Consumer Protection Unit
Identity Theft Division
200 St. Paul Place
Baltimore, MD 21202
(888) 743-0023
www.oag.state.md.us/idtheft/

The FTC offers a comprehensive guide called "Take Charge: Fighting Back Against Identity Theft" to help you guard against and deal with identify theft. This guide is available at www.ftc.gov/bcp/edu/pubs/consumer/idtheft04.shtm. If you don't have access to the Internet, call (202) 636-7181 to receive a copy.

Please accept our sincerest apologies. We are in the process of implementing new procedures for reviewing information prior to posting on the Internet, which will involve multiple checks to ensure documents do not contain personal information.

We are committed to fully protecting all of the information that is entrusted to us. If you should have any additional questions about this incident, please contact the Metro Employee Assistance Program between 8 a.m. and 4:30 p.m., Monday through Friday, at (202) 636-7181.

Our goal is to help you protect your identity and credit information. We urge you to take full advantage of the product and services being offered to you.

Sincerely,

Ronald A. Keele
Chief Safety Officer