

State Farm Insurance Companies

August 21, 2008



Corporate Headquarters
One State Farm Plaza
Bloomington, Illinois 61710-0001

Mr. Bob McDonnell
Attorney General
Office of the Attorney General
900 East Main Street
Richmond, VA 23219

Dear General McDonnell:

State Farm Mutual Automobile Insurance Company believes personal information was or is reasonably believed to have been accessed by an unauthorized person or persons. We plan to mail the notices enclosed in this letter beginning the week of August 25, 2008. I am providing you this notice of our intended communication to your state residents as the Chief Privacy Official of State Farm.

No more than 461 residents of your state will receive the enclosed letters.

Two matters prompt this notice, while not related they involve the need to communicate with those impacted next week.

Employment Application Online. State Farm confirmed a problem with its online employment application system which may have led to the access of personal information. While there is no indication that information was misused in any way, State Farm is sending letters to the applicants and will offer them free credit monitoring. The portion of the application at risk was disabled and the problem resolved.

Arizona State Farm Agent Employee. State Farm Agent Lisa Ro Grant (Surprise, Arizona) employed an individual who fraudulently used customer information to apply for State Farm Bank Visa Credit Cards. Three Arizona residents were contacted, remedial action taken and were offered free credit monitoring. While this agent's employee has been terminated and we know there was an investigation by local authorities, State Farm considers it possible that other customers' personal information may have been accessed by this terminated employee. This notice is being directed to all customers of State Farm Agent Lisa Ro Grant. They will also receive a free offer of credit monitoring.

Very truly yours

A handwritten signature in cursive script that reads "Debra Vasey".

Debra Vasey
Vice President Operations - B110
Chief Privacy and Information Security Official
State Farm Insurance Companies



State Farm Insurance Companies®

August 27, 2008

XXXXXX
XXXXXX
XXXXXX



Corporate Headquarters
One State Farm Plaza
Bloomington, Illinois 61710-0001

Dear Customer,

As a valued policyholder we would like to take a moment to thank you for your continued loyalty. Keeping our promise to you is something we take very seriously, and will continue to do in the years to come. In addition to providing the utmost protection for your family we feel it is our duty to keep you abreast of any circumstances that could possibly affect you.

It has come to my attention that your personal information may have been inappropriately accessed by my former employee. At this point, there is no evidence that your personal information has been or will be misused. This employee has been terminated and there has been an investigation by the authorities. The personal information that could have been accessed includes your social security number, driver's license number, or financial account numbers.

At our expense, State Farm is offering you a 12-month subscription to a credit monitoring and identity theft protection service called TrueCredit[®]. This service will provide you with a copy of your credit report, monitor your credit files at the three major credit reporting agencies and notify you of certain suspicious activities that could indicate potential identity theft. This program is provided by TransUnion, Inc., a leading provider of identity theft protection and recovery services.

You have until November 1, 2008 to activate the credit monitoring by using the **gift certificate code** XXXX-XXXX-XXXX-XXXX. To learn more about TrueCredit[®] and to enroll, go to <http://www.truecredit.com/code> and follow the instructions provided on the website. To enroll by phone, please contact TransUnion's Call Center toll-free at 1-800-354-1036, Monday – Friday, 6:30 am – 5:30 pm, Mountain Time. Provide this 6-digit Offer ID, XXXXXX, to the customer service representative.

In addition, you may want to consider the following:

- ❖ Continue to regularly review all charges on your monthly billings and other accounts. You are eligible to receive a free copy of your credit report, annually, upon request from each of the credit reporting agencies below
 - **Equifax:** 1-800-525-6285; www.equifax.com; P.O. Box 740241, Atlanta, GA 30374
 - **Experian:** 1-888-397-3742; www.experian.com; P.O. Box 9532, Allen, TX 75013
 - **TransUnion:** 1-800-680-7289; www.transunion.com; Fraud Victim Assistance Division, P.O. Box 6790, Fullerton, CA 92834-6790
- ❖ To receive your free credit report, you may also request it through one of the following three methods:
 - **Phone:** toll free number – 1-877-322-8228
 - **Online:** www.annualcreditreport.com
 - **U.S. Mail:** Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281
- ❖ Visit the Federal Trade Commission's (FTC) website (www.ftc.gov/IDTheft) to obtain additional guidance on what identity theft is and how to report suspected fraudulent transactions.

I truly regret the inconvenience and concern this situation may cause you. If you have additional questions, please do not hesitate to contact me at 623-974-2600, Monday - Friday 9:00 am – 5:00 pm, Mountain Time. If you wish to speak with someone else, you may contact Agency Field Executive, Eloy Martinez, at 623-583-6945, Monday - Friday 9:00 am – 4:30 pm, Mountain Time.

Sincerely,

Lisa Ro Grant
State Farm Agent

State Farm Insurance Companies



August 25, 2008

Name
Address
Address

Corporate Headquarters
One State Farm Plaza
Bloomington, Illinois 61710-0001

Dear (Applicant Name),

We want to inform you of an incident we recently became aware of that involved your personal information.

State Farm confirmed a problem within our employment application on statefarm.com®. This may have led to the access of your personal information by individuals external to State Farm. The information included your current address, social security number, driver's license, and any previous names you provided, but did not include your current name. Please be assured that this problem has been corrected, and your information is now secure. At this point, there is no evidence that your personal information has been or will be misused.

At our expense, State Farm is offering you a 12-month subscription to a credit monitoring and identity theft protection service called TrueCredit®. This service will provide you with a copy of your credit report, monitor your credit files at the three major credit reporting agencies, and notify you of certain suspicious activities that could indicate potential identity theft. This program is provided by TransUnion, Inc., a leading provider of identity theft protection and recovery services.

For more information, please visit our website www.statefarm.com/applicationissue. You have until November 1, 2008 to activate the credit monitoring by using the **gift certificate code** XXXX-XXXX-XXXX-XXXX. This code is unique for your use and should not be shared. To learn more about TrueCredit® and to enroll, go to <http://www.truecredit.com/code> and follow the instructions provided on the website. To enroll by phone, please contact TransUnion's Call Center toll-free at 1-800-354-1036, Monday - Friday, 7:30 am - 6:30 pm (Central Time). Provide your unique 6-digit Offer ID X0000 to the customer service representative.

In addition, you may want to consider the following:

- ❖ Continue to regularly review all charges on your monthly billings and other accounts. You are eligible to receive a free copy of your credit report, annually, upon request from each of the credit reporting agencies below.
 - **Equifax:** 1-800-525-6285; www.equifax.com; P.O. Box 740241, Atlanta, GA 30374
 - **Experian:** 1-888-397-3742; www.experian.com; P.O. Box 9532, Allen, TX 75013
 - **TransUnion:** 1-800-680-7289; www.transunion.com; Fraud Victim Assistance Division, P.O. Box 6790, Fullerton, CA 92834-6790
- ❖ To receive your free credit report, you may also request it through one of the following three methods:
 - **Phone:** toll free number – 1-877-322-8228
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- ❖ Visit the Federal Trade Commission's (FTC) website (www.ftc.gov/IDTheft) to obtain additional guidance on what identity theft is and how to report suspected fraudulent transactions.

I truly regret the inconvenience and concern this situation may cause you. State Farm is committed to working with you as necessary. If you have additional questions, please contact the State Farm Human Resources Services Center toll free at 1-866-454-4107, between the hours of 8:00 am and 4:00 pm (Central Time).

Sincerely,

Laura Haas
Assistant Vice President – Human Resources
State Farm Insurance