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Mountain View, CA 94043

Google

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June 24, 2008

Office of the Attorney General
Consumer Protection Division
Department of Justice
9001 Mail Service Center
Raleigh, NC 27699-9001

Re: Potential Unauthorized Access to Personal Information

Dear Sir or Madam:

Enclosed please find a letter being sent to affected residents of your state regarding an incident of potential unauthorized access to personal information. Please do not hesitate to contact me should you have any questions.

Sincerely,



Lewis A. Segal
Global Ethics and Compliance Counsel

Enclosure



ID TheftSmart™ Secure Processing Center
600 Satellite Blvd | Suwanee, GA 30024

Urgent Message from Google. Please Open Immediately.

<FirstName> <MiddleInitial> <LastName> <Suffix>
<Address> (Line 1)
<Address> (Line 2)
<City> <State> <Zip>
<POSTNET BARCODE>

Dear <FirstName> <MiddleInitial> <LastName> <Suffix>,

I am writing to let you know of a recent incident that may affect you. On June 9, we received notification of a break-in on May 26 that occurred at Colt Express Outsourcing Services, Inc., ("Colt"), a third-party benefits administrator for Google and other companies, and that various computer equipment was stolen that may have contained employees' and employee dependents' personal information.

This break-in did not occur on Google property, and did not involve any computers, facilities or data associated with Google products and services.

The information contained on the computers related to current and former Googlers who were with Google before December 31, 2005; Googlers hired after December 31, 2005 were not affected because we have had a new benefits administrator since that time. We've been informed by Colt that the specific personal information for employees and dependents included names, Social Security numbers, birthdates, addresses, hire dates, and relationships; but not driver's license numbers, credit card numbers, or bank account numbers (or passwords or PINs for any financial account).

Although we do not have any evidence that the data involved in this incident has been improperly accessed or misused, we wanted to make you aware of the incident and explain the steps we are taking to safeguard you against identity fraud.

Because protecting your personal information is important to us, we have engaged Kroll Inc., a New York-based risk consulting firm, to provide its ID TheftSmart™ service at no cost to you for one full year. ID TheftSmart is a comprehensive program to help protect against identity theft; this service includes Enhanced Identity Theft Restoration, Continuous Credit Monitoring, and a Trimerged Credit Report. We urge you to take the time to read the enclosed material about the safeguards now available to you.

To take advantage of Kroll's credit report and monitoring services, please fill out and return the enclosed *Consumer Credit Report and Credit Monitoring Authorization Form* to Kroll.

If you have questions or are concerned that you may have an identity theft issue, please call ID TheftSmart member services at 1-800-588-9839 between 8:00 a.m. and 5:00 p.m. (Central Time), Monday through Friday. There are FAQs included with this letter, and you may also send an email to colt-alert@google.com.

Whether or not you choose to use Kroll's services, we recommend that you be alert to the possibility of fraud and identity theft by reviewing credit card, bank, and other financial statements for unauthorized activity. You may obtain a copy of your credit report, free of charge, directly from the credit reporting agencies:

Equifax: 1-800-525-6285; www.equifax.com; P.O. Box 740241, Atlanta, GA 30374-0241

Experian: 1-888-EXPERIAN (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