

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: TOSHIBA AMERICA INFORMATION SYSTEMS, INC
Address: 7740 IRVING BLVD.
IRVING, CA 92618
Telephone: (919) 583-3653
Fax: (919) 587-6231
Email: iron.wafel@tavis.toshiba.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: 4/2/08
Date the Security Breach was discovered: 2/12/08
Estimated number of affected individuals: 1,250
Estimated number of NC residents affected: 21

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)): SNR INCORPORATED

Describe the circumstances surrounding the Security Breach and state whether the information breached was in electronic or paper format: POTENTIAL UNAUTHORIZED ACCESS CAUSED BY LACK OF PASSWORD PROTECTION, ELECTRONIC INFORMATION

Regarding electronic information breached, state whether the information breached or potentially breached was password protected or encrypted in some manner. NO If so, please describe the security measures protecting the information: _____

Describe any measures taken to prevent a similar Security Breach from occurring in the future: PASSWORD PROTECTION WAS REINSTATED. SSNs WERE REMOVED FROM WEB ACCESS

Date affected NC residents were/will be notified: 3/14/08

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): _____

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))

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

Please attach copy of the notice if in written form or a copy of any scripted notice if in telephonic form.

Signature: Iron Wafel Date: 4/2/08
Contact Person, Title: IRON WAFEL, SENIOR ATTORNEY
Address: _____
(if different from above)
Telephone: 919 583-3653 Fax: 919 587-6231 Email: iron.wafel@tavis.toshiba.com

March 14, 2008

**[Insert Rep Name
and Address]**

Dear [insert name],

We are writing to inform you of a recent security breach that occurred at Toshiba's Connect to Success program web site (connect2success.com). Between January 24 and February 12, administrator access to the website was not password protected, and your name and Social Security Number was viewable. To view the Social Security Numbers, an unauthorized user would have had to visit the connect2success.com web site, elect to avoid the normal entry points, and instead log in to the administrator access area. After discovery of this security breach, password protection was immediately reinstated and Social Security Numbers were completely removed from any web access. They are now only stored in an encrypted data base with no web access.

A careful and thorough investigation into the potential risk to participants in our Connect to Success program has been our top priority. We do not have any evidence that your personal information has been misused. However, we are notifying you so that you may take steps to protect yourself.

To prevent identity theft from occurring as a result of this security breach, we are providing one full year of LifeLock identity theft protection services to you at our expense. LifeLock services include both the protection of identity theft and a \$1 million service guarantee should an actual identity theft occur. All you have to do is call 1-877-LIFELOCK (543-3562) or visit www.lifelock.com to enroll. Use promotion code [insert code here] when enrolling. LifeLock's specialized team of telephone representatives are available 24 hours a day, seven days a week to answer any questions you may have. As soon as you complete the enrollment process, your coverage will begin.

Upon enrolling, LifeLock will immediately place fraud alert requests at the three major credit reporting agencies and will automatically renew them every 90 days. You will receive initial documentation that these alerts are in place, along with copies of your credit reports.

You have ninety (90) days to enroll for LifeLock's services, which will then continue for 12 full months. We encourage you to enroll quickly.

You also have the right to obtain a copy of your credit report for free once a year from each credit reporting agency. You can obtain a free credit report by visiting www.annualcreditreport.com or by calling 1-877-322-8228. You may order one, two, or all three reports at the same time, or you may stagger your requests during a 12-month period to keep an eye on the accuracy and completeness of the information in your reports.

You also have the right to place an initial "fraud alert" on your credit file. A "fraud alert" lets creditors know that they should contact you before they open a new account in your name. You can

do this by calling any one of the three credit reporting agencies at the numbers below. This will let you automatically place fraud alerts with all three agencies, which will send you information on how you can order a free credit report from each of the agencies. The "fraud alert" will stay on your account for 90 days. After that you can renew the alert for additional 90 day periods by calling any one of the three 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 2002, Allen, TX 75013

TransUnion: 1-800-680-7289; www.transunion.com; Fraud Victim Assistance Division, P.O. Box 6790, Fullerton, CA 92834-6790

When you receive your credit report, look it over carefully. Look for accounts you did not open. Look for inquiries from creditors that you did not initiate. Look for personal information, such as home address, employment or social security numbers, which is not accurate. If you see anything you do not understand call the credit agency at the telephone number on the report.

If you do find suspicious activity on your credit report, call your local police or sheriff's office and file a report of identity theft. Get a copy of the police report. You may need to give copies of the police report to creditors to clear up your records.

If you are a California resident, the California Office of Privacy Protection recommends that you check your credit reports every three months for the next year even if you do not find any signs of fraud on your reports. For more information on identity theft, we suggest that you contact the California Office of Privacy Protection, whose toll-free number is 1-866-785-9663. You can visit their website at www.privacy.ca.gov.

You can contact the Federal Trade Commission at 1-877-FTC-HELP (1-877-382-4357). The FTC website has a special section on identity theft offers helpful information. That site is www.consumer.gov/idtheft/.

Finally, you also may review earnings posted to your record on your Social Security Statement (Form SSA-7005). Incorrect earnings may indicate that your Social Security Number has been misused. The Statement is mailed automatically each year to workers age 25 and older. You also can get a Statement from the Social Security Administration at any time by requesting one online at <https://secure.ssa.gov/apps6z/iss/main.html> or by calling 1-800-772-1213.

We have not taken this breach lightly and deeply regret any inconvenience this may cause. Please be assured we are committed to fully protecting all of the personal information that is entrusted to us. Please feel free to contact us toll-free at 1-800-230-4840 for updates or to discuss your concerns.

Sincerely,

Brian Metherell
Vice President & General Manager
Telecommunication Systems Division