

Hewlett-Packard Company  
3404 E. Harmony Road  
Mail Stop 79  
Ft. Collins, CO 80528  
www.hp.com

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16 August 2007  
VIA FACSIMILE AND OVERNIGHT MAIL

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

Fax #: (919)716-6050

RE: Data Breach Notification

To Whom It May Concern:

We recently learned of the loss of a laptop containing sensitive information. We are providing you with written notification regarding the nature and circumstances of a laptop loss that may have resulted in the compromise of personal information of some **Mercury Interactive**<sup>1</sup> former employees. We are working with law enforcement authorities to recover the lost laptop.

The loss of the laptop may have compromised certain personal information of 1425 former employees of Mercury Interactive, including 7 North Carolina residents. The information that may have been compromised includes name, address and social security number. At this time, we have no evidence that any information has been used to commit identity fraud. As indicated above, we have notified law enforcement authorities about this loss.

Attached for your information is a sample of the breach notification letter we are sending to affected individuals. If you have any questions, please do not hesitate to contact me at **303-955-3283**.

Very truly yours,



Kathryn S. Young

<sup>1</sup> Mercury Interactive was acquired by Hewlett-Packard Company in November of 2006.

**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: Hewlett-Packard Company  
Address: 3000 Hanover Street, Palo Alto, CA 94304  
Telephone: (281)518-0208  
Fax: \_\_\_\_\_  
Email: privacy@hp.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 I NC: (877) 566-7226  
FAX: (919) 716-6050

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Date Security Breach Reporting Form submitted: August 16, 2007

Date the Security Breach was discovered: Early August.

Estimated number of affected individuals: 1425 US-wide.

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): \_\_\_\_\_

Describe the circumstances surrounding the Security Breach and state whether the information breached was in electronic or paper format: Please see attached Breach Notification Letter.

Regarding electronic information breached, state whether the information breached or potentially breached was password protected or encrypted in some manner: If so, please describe the security measures protecting the information: Password protected.

Describe any measures taken to prevent a similar Security Breach from occurring in the future: HP will review policies and procedures and recommend changes to ensure that sensitive information is not downloaded to portable devices.

Date affected NC residents were/will be notified: On or about August 17, 2007.

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

written notice  
 electronic notice (email)  
 telephone notice  
 substitute notice

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Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Contact Person, Title: Kathryn Young, Senior Counsel  
Address: 3404 East Harmony Road, Fort Collins, Colorado 80528  
(if different from above)  
Telephone: (303)955-3283 Fax: (970)898-7538 Email: kyoung@hp.com



Hewlett-Packard Company  
HP Privacy Office  
3000 Hanover Street  
Mail Stop 1114  
Palo Alto, CA 94304

August 17, 2007

**Notification of Potential Data Breach**

To former employees of Mercury Interactive,

We recently became aware of an incident involving personal information that may affect you. A laptop belonging to an HP director was lost during a business trip to Atlanta in late July. The laptop contained personal information including names, Social Security numbers, addresses, dates of birth, citizenship, and compensation information.

The laptop was secured by a user name/password combination. Although we have no reason to believe that any of the information has been accessed or misused, law enforcement has been notified and is attempting to find the laptop.

We take our obligation to safeguard your personal information very seriously and, therefore, we are alerting you so you can take steps to protect yourself from identity fraud.

Hewlett-Packard is contacting the three principle credit reporting bureaus, Equifax, Experian, and TransUnion, to advise them of this situation. In addition, Hewlett-Packard has also arranged for you to enroll, at your option, in a credit monitoring service at no cost to you. This service will allow you to monitor your credit as well as any unusual activity that may affect your personal financial situation. The service is provided by Equifax, one of the major credit reporting companies that monitors activity.

To enroll in the service, follow the instructions in the attached document. You may either enroll on line using the promotional code provided, or you may call Equifax at 1-866-937-8482. Once you have enrolled, you will be provided with several valuable services including credit monitoring, a copy of your credit report, notification of activity, and additional access to your credit report. In addition, you will have access to Equifax's customer service representatives.

In addition, 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 annual credit report from one or all of the national credit reporting companies, visit [www.annualcreditreport.com](http://www.annualcreditreport.com), call toll-free 877-322-8228, or complete the Annual Credit Report Request Form and mail it to: Annual Credit Report Request Service, PO Box 105281, Atlanta, GA 30348-5281. You can print the form from [www.ftc.gov/credit](http://www.ftc.gov/credit). Do not contact the three nationwide credit reporting companies individually. And if you ask, only the last four digits of your Social Security number will appear on your credit reports.

You may also want to place a fraud alert on your credit file. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. You may call any one of the three major credit reporting companies to place an alert. The company you call is required to contact the other two, which will place an alert on their versions of your report, too.

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An initial fraud alert stays on your credit report for 90 days. When you place this alert on your credit report, you will receive information about ordering one free credit report from each of the credit reporting companies. Once you receive your reports, review them carefully for inquiries from companies you did not contact, accounts you did not open, and debts on your accounts that you cannot explain. Verify the accuracy of your Social Security number, address(es), complete name and employer(s). Notify the credit reporting companies if any information is incorrect.

Equifax: 877-478-7625 [www.equifax.com](http://www.equifax.com); PO Box 740241, Atlanta GA, 30374-0241  
Experian: 888-397-3742 [www.experian.com](http://www.experian.com); PO Box 9532, Allen TX 75013  
TransUnion: 800-680-7289 [www.transunion.com](http://www.transunion.com); Fraud Victim Assistance Division, PO Box 6790, Fullerton CA 92834-6790

We recommend that you check your credit reports and review your account statements periodically. This can help you spot problems and address them quickly. If you believe that you are a victim of identity theft, you should notify your local law enforcement agency and the Federal Trade Commission. You may contact the Federal Trade Commission by calling their hotline phone number at 1-877-IDTHEFT (438-4338) or by visiting their website at [www.ftc.gov](http://www.ftc.gov).

If you believe your identity has been stolen, the 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.
- File your concern with the FTC. The FTC maintains a database of identity theft cases used by law enforcement agencies for their investigations. Filing a concern helps the FTC learn more about identity theft and the problems victims are having.

Please know that Hewlett-Packard is treating this matter extremely seriously and deeply regrets this situation.

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 281-518-0208

Sincerely,

Scott Taylor  
Chief Privacy Officer  
Hewlett-Packard Company