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c.com
08/21/2008 06:16 PM

To "undisclosed-recipients:"@lximss02.nystax.gov
cc
bcc

Subject Required Form Filing-Social Engineering

Attached is the required filing. Please do not hesitate to contact me with any questions.

Thanks.

(See attached file: NYS Info Security Breach Notice-Social Engineering July 2008Jy.doc)

Thomas W Chambers
Vice President Compliance/Anti-Money Laundering | HSBC Card and Retail Services
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SAVE PAPER - THINK BEFORE YOU PRINT! NYS Info Security Breach Notice-Social Engineering July 2008Jy.doc

NEW YORK STATE SECURITY BREACH REPORTING FORM
Pursuant to the Information Security Breach and Notification Act
(General Business Law §899-aa; State Technology Law §208)

Name of Entity: HSBC Card and Retail Services and HSBC Bank Nevada, N.A.

Street Address: 1111 Town Center Drive

City: Las Vegas **State:** Nevada **Zip Code:** 89144

Sector (please select one): Local Government State Government Federal Government
 Not-for-profit Commercial Educational

Type of Business (please select one): Biotech/Pharm Education Financial Services
 Health Care Insurance Retail/Internet Telecom. Transportation
 Other _____

Persons Affected: Total: 50

NY residents: 4

Dates Breach Occurred: July 1, 2008

Breach Discovered: July 1, 2008

Consumer Notification: July 24, 2008

Reason for delay, if any, in sending notice: Notice sent when population of potential breach was identified.

Description of Breach (please select all that apply): Hacking incident; Inadvertent disclosure;
 Stolen computer, CD, tape, etc; Lost computer, CD, tape, etc; Insider wrongdoing;
 other (specify): On July 1, 2008, HSBC confirmed that fraudster(s) are calling Customer Service call center and using social engineering skills to obtain account and personal information. The merchant accounts targeted to date are Best Buy, Bon Ton, Office Max, Helzberg, and Costco. Additionally, it has been confirmed that some representatives have released confidential information such as account number, social security, credit line and customer address. In some cases, fraudsters posed as HSBC staff from fraud department. Additional scope and impact are still being investigated.

Information Acquired (please select all that apply): Name; SSN; Driver's license no.;
 Account number; Credit or Debit card number; Other (specify): credit limit, customer address

Manner of Notification to Affected Persons (Attach Copy): Written; Electronic (email);
 Telephone; Substitute notice (provide justification). List dates of any previous (within 12 months) breach notifications: _____

Credit Monitoring or Other Service Offered: Yes; No; Duration: _____

Service: PrivacyGuard - complimentary

Provider: Trilegiant

Submitted by: Thomas W. Chambers

Title: Director - Compliance

Firm Name (if other than entity): HSBC Bank, Nevada, N.A.

Telephone: 630-521-3232

Email: Thomas.W.Chambers@us.hsbc.com

Dated: August 18, 2008

**PLEASE COMPLETE AND SUBMIT THIS FORM TO
EACH OF THE THREE STATE AGENCIES LISTED BELOW:**

Fax or E-mail this form to:

New York State Attorney General's Office:

SECURITY BREACH NOTIFICATION

Consumer Frauds & Protection Bureau

120 Broadway - 3rd Floor

New York, NY 10271

Fax: 212-416-6003

E-mail: breach.security@oag.state.ny.us

**New York State Office of Cyber Security
& Critical Infrastructure Coordination (CSCIC)**

SECURITY BREACH NOTIFICATION

30 South pearl Street, Floor P2

Albany, NY 12207

fax: 518-474-9090

E-mail: info@cscic.state.ny.us

New York State Consumer Protection Board (CPB):

SECURITY BREACH NOTIFICATION

1740 Broadway, 15th floor

New York, NY 10019

fax: 212-459-8855

E-mail: security_breach_notification@consumer.state.ny.us