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Office of the Attorney General  
Attn: Security Breach Notification  
By Fax (410) 576-6566 or by E-mail: [ldtheft@oag.state.md.us](mailto:ldtheft@oag.state.md.us)

This is to notify you of a possible security breach that may involve personal information of one Maryland resident who is a former employee of Milgard Manufacturing Incorporated, a Washington corporation based in Tacoma, Washington (the "Company"). On March 23, 2009, the Company was advised by an employee that a laptop computer containing social security numbers of several current and former employees was stolen the previous day.

The Company is not certain if the personal information was accessed or acquired, but it is in the process of thoroughly investigating the incident and implementing incidents of this nature from happening again.

A copy of the form of notice letter which we plan to send to the one affected Maryland resident promptly is attached hereto. If you have any questions, you may contact the Company's in-house counsel, Scott Halpert, at (313) 792-6641.

Thank you for your attention to this matter.

Sincerely,

*Barb Motley*

Barb Motley  
Employee Relations  
Milgard MFG, Inc.  
1010 54<sup>th</sup> Avenue East  
Tacoma, WA 98424



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April 23, 2009

**Promotion Code:** [REDACTED]

We are writing to inform you about a recent incident that might involve personal information about you. On March 23, 2009, we were informed that a laptop computer containing confidential information had been stolen the previous day. Milgard deeply regrets that this incident occurred and takes very seriously our obligation to protect the privacy of personal information.

Through our investigation, we have determined that the personal information involved in this incident included some employee social security numbers. While we do not know for sure if the information was accessed or acquired, we wanted to give you notice so that you can take actions to protect yourself. We also are thoroughly investigating the incident and implementing additional security measures to help prevent incidents of this kind from happening again.

We have no reason to believe personal information has been accessed or misused. However, as an added precaution, we have arranged with Equifax Personal Solutions to help you protect your identity and your credit information at no cost to you. The steps to follow are:

1. Enroll in Equifax Credit Watch™ Gold with 3-in-1 Monitoring identity theft protection product. This product is being provided to you at no cost for one year.
2. Additionally, you may choose to adopt an increased level of protection by placing a fraud alert on your credit file at Equifax and the other two credit reporting agencies

Enroll in Equifax Credit Watch™ Gold with 3-in-1 Monitoring

Equifax Credit Watch will provide you with an "early warning system" to changes to your credit file and help you to understand the content of your credit file at the three major credit reporting agencies. The key features and benefits are listed below.

Equifax Credit Watch provides you with the following benefits:

- Comprehensive credit file monitoring of your Equifax, Experian, and TransUnion credit reports with daily notification of key changes to your credit files from any of the three agencies.
- Wireless alerts and customizable alerts available
- One 3-in-1 Credit Report and access to your Equifax Credit Report™
- \$1 million in identity theft insurance with \$0 deductible, at no additional cost to you †

- o 24 by 7 live agent Customer Service to assist you in understanding the content of your Equifax credit information, to provide personalized identity theft victim assistance and in initiating an investigation of inaccurate information.

#### How to Enroll – Online or By Mail:

To sign up online for **online delivery** go to [www.myservices.equifax.com/tri](http://www.myservices.equifax.com/tri)

1. Consumer Information: complete the form with your contact information (name, address and e-mail address) and click “Continue” button. The information is provided in a secured environment.
2. Identity Verification: complete the form with your Social Security Number, date of birth, telephone #s, create a User Name and Password, agree to the Terms of Use and click “Continue” button. The system will ask you up to two security questions to verify your identity.
3. Payment Information: During the "check out" process, enter the promotion code, provided at the top of your letter, in the “Enter Promotion Code” box. After entering your code press the “Apply Code” button and then the “Submit Order” button at the bottom of the page. (This code eliminates the need to provide a credit card number for payment.)
4. Order Confirmation: – Click “View My Product” to access your 3-in-1 Credit Report and other product features.

To sign up for **US Mail delivery**, dial 1-866-937-8432 for access to the Equifax Credit Watch automated enrollment process. Note that all credit reports and alerts will be sent to you via US Mail only.

1. Promotion Code: You will be asked to enter your promotion code as provided at the top of your letter.
2. Customer Information: You will be asked to enter your home telephone number, home address, name, date of birth and Social Security Number.
3. Permissible Purpose: You will be asked to provide Equifax with your permission to access your credit file and to monitor your file. Without your agreement, Equifax can not process your enrollment.
4. Order Confirmation: Equifax will provide a confirmation number with an explanation that you will receive your Fulfillment Kit via the US Mail (when Equifax is able to verify your identity) or a Customer Care letter with further instructions (if your identity can not be verified using the information provided). Please allow up to 10 business days to receive this information.

You may contact the Federal Trade Commission (“FTC”) or law enforcement to report incidents of identity theft. Identity theft is a growing concern. To learn more, you can go to the FTC’s Web site, at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft), or call the FTC, at 1-877-IDTHEFT (1-877-438-4338).

#### **FOR MARYLAND RESIDENTS:**

You may obtain information about avoiding identity theft from the FTC. In addition, Maryland residents may obtain information from the Maryland Attorney General’s

Office. These offices can be reached using the following information:

Federal Trade Commission  
Consumer Response Center  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
1-877-IDTHEFT (438-4338)  
[www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/)

Office of the Attorney General  
Consumer Protection Division  
200 St. Paul Place  
Baltimore, MD 21202  
1-888-743-0023  
[www.oag.state.md.us](http://www.oag.state.md.us)

### **Steps We Recommend You Take**

You can take some simple steps to protect yourself against identity theft or other fraudulent misuse of information about you. Remain vigilant and promptly report any incident of suspected identity theft or fraud to local law enforcement agency and to one of the three nationwide consumer reporting agencies listed below to have it removed from your credit file. In addition, watch for any unusual activity on your credit card accounts or suspicious items on your bills. You may wish to inform your financial institutions, such as your credit card issuers, about the incident. You may also wish to do the following:

- You may periodically obtain credit reports from each of the three nationwide credit reporting agencies and have information relating to fraudulent transactions deleted. Under federal law, you are entitled to one free copy of your credit report every 12 months from each of the major credit reporting agencies. You may obtain a free copy of your credit report by going on the Internet to [www.AnnualCreditReport.com](http://www.AnnualCreditReport.com) or by calling 1-877-FACTACT (1-877-322-8228). If you prefer to write, a request form is available on [www.AnnualCreditReport.com](http://www.AnnualCreditReport.com). You may want to obtain copies of your credit reports to ensure the accuracy of the report information.
- To further protect yourself, you may contact the fraud departments of the three major credit reporting agencies. They will discuss your options with you. You have the right to ask that the three credit reporting agencies place a "fraud alert" in your file. A fraud alert can make it more difficult for someone to get credit in your name because it tells creditors to follow certain procedures to protect you. It also may delay your ability to obtain credit. You may place a fraud alert in your file by calling just one of the three major credit reporting agencies. As soon as that agency processes your fraud alert, it will notify the other two credit reporting agencies, which then must also place fraud alerts in your file. You also may place a security freeze on your file by calling one of the three major credit reporting agencies.

The three major credit reporting companies are:

Experian  
P.O. Box 9532  
  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)  
1-888-397-3742

Equifax  
P.O. Box 740241  
  
Atlanta, Georgia 30374  
[www.fraudalerts.equifax.com](http://www.fraudalerts.equifax.com)  
1-877-478-7625

TransUnion,  
Fraud Victim Assistance  
Department  
P.O. Box 6790  
Fullerton, CA 92834  
[www.transunion.com](http://www.transunion.com)  
1-800-680-7289

Please know that we regret any inconvenience or concern this incident may cause you and remain committed to protecting the privacy of personal information. For further information regarding this matter, please call us at 253-922-2030.

Sincerely,

Chris Hannon  
Director of Audit

Barbara Motley  
Employee Relations Manager