

Intuit
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Mountain View, CA 94043

650.944.6000
www.intuit.com

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September 5, 2008

Massachusetts Attorney General
Martha Coakley
McCormack Building
One Ashburton Place
Boston, MA 02108

Director of Consumer Affairs and Business Regulation
Daniel C. Crane
Ten Park Plaza, Suite 5170
Boston, MA 02116

Dear Ms. Coakley and Mr. Crane:

In accordance with Mass. Gen. Laws ch. 93H (H.B. 4144), we are providing you with written notification regarding the nature and circumstances of a recent data security incident.

We recently became aware of a theft of computers at the Walnut Creek, California offices of one of our external benefit administration vendors. The computers contained personal information of some current and former Intuit Inc. employees and their dependents, including names, addresses and Social Security numbers. At this time, we have no information indicating that the information on the computers has been misused. Approximately 228 Massachusetts residents may be affected by this incident.

Attached for your information is a sample of the notice we plan to send to affected individuals. If you have any questions, please do not hesitate to contact me at 650.944.5136.

Very truly yours,



Barbara Lawler
Chief Privacy Officer
Intuit Inc.

Enclosures

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Name
Address
City

Dear First Name,

I'm writing to inform you of a security breach that occurred May 26, 2008 at a company that at one time provided benefits administration services to Intuit.

We regret that this incident may affect you. Fortunately, we are not aware of any improper access or misuse of this information. But we take any loss of personal information very seriously and are working to protect you and your dependents' information.

To assist you and help safeguard your personal information, we've hired Kroll Inc. to provide you with access to its ID TheftSmart™ service. This service includes Enhanced Identity Theft Restoration, Continuous Credit Monitoring, and a Trimerged Credit Report for 12 months, all at no cost to you. ID TheftSmart is a comprehensive program to help protect against identity theft. Please take the time to read more about these safeguards.

To take advantage of the credit monitoring service, you must fill out and return the enclosed credit authorization form to Kroll.

If you have questions about Kroll's services, or believe you may have an identity theft issue, please call ID TheftSmart member services at 1-800-588-9839 between 6 a.m. and 3 p.m. Pacific, Monday through Friday. Also, if you have specific questions for the Intuit Privacy Office, you can reach us at 650-944-2183.

Protecting your privacy is very important to us. Please be assured that we are determining what we can do to keep this from happening in the future. We apologize for any inconvenience this may cause you or your family.

Sincerely,

Barbara Lawler
Chief Privacy Officer
Intuit

U.S. State Notification Requirements

For residents of Hawaii, Iowa, Maryland, Michigan, North Carolina, Oregon, Vermont, Virginia, West Virginia, and Wyoming:

It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity. You may obtain a free copy of your credit report by contacting any one or more of the following national consumer reporting agencies:

Equifax
P.O. Box 740241
Atlanta, Georgia 30348
1-800-685-111
www.equifax.com

Experian
P.O. Box 2104
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion
P.O. Box 6790
Fullerton, CA 92834-6790
1-877-322-8228
www.transunion.com

For residents of Iowa:

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of Oregon:

State law advises you to report any suspected identity theft to law enforcement, as well as the Federal Trade Commission.

For residents of Maryland:

You can obtain information from the Maryland Office of the Attorney General and the Federal Trade Commission about steps you can take to avoid identity theft.

Maryland Office of the Attorney General
Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
1-888-743-0023
www.oag.state.md.us

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/

For residents of Massachusetts and West Virginia:

It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft. You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent; however, using a security freeze may delay your ability to obtain credit.

To place a security freeze on your credit report, you need to send a request to a consumer reporting agency by certified mail, overnight mail, or regular stamped mail. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. The consumer reporting agency may charge a fee of up to \$5.00 to place a freeze or lift or remove a freeze, unless you are a victim of identity theft or the spouse of a victim of identity theft, and you have submitted a valid police report relating to the identity theft incident to the consumer reporting agency.

Equifax Security Freeze
P.O. Box 105788
Atlanta, Georgia 30348
www.equifax.com

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
www.experian.com

TransUnion (FVAD)
P.O. Box 6790
Fullerton, CA 92834-6790
www.transunion.com

Obtaining Further Information

Additional consumer information on security freezes, including contact information for the three credit reporting agencies, is available on-line at www.mass.gov/consumer.