

FORRESTER

December 17, 2007

Via Federal Express

The Honorable Martha Coakley
Office of the Attorney General
One Ashburton Place
Boston, MA 02108

Re: M.G.L. c. 93H

Dear Attorney General Coakley:

I am contacting you pursuant to Massachusetts' Act Relative to Security Freezes and Notification of Data Breaches, M.G.L. c. 93H. I am writing on behalf of Forrester Research, Inc. ("Forrester"), an independent technology and market research company headquartered in Cambridge, Massachusetts.

On November 25, 2007, a Forrester laptop was stolen from the home of a Forrester employee. The laptop contained names, addresses and social security numbers of approximately 1,275 current and former employees and directors of Forrester, including approximately 986 individuals who live in Massachusetts, according to Forrester's records.

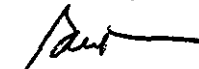
This was an isolated incident and did not involve a breach of Forrester's network security. The theft has been reported to the Cambridge, Massachusetts police department and the Middlesex County District Attorney's Office.

We do not have any evidence that the information was misused and believe that the likelihood of such misuse is low. Nonetheless, in an abundance of caution, Forrester partnered with ConsumerInfo.com, an Experian company, to provide all individuals whose personal information may have been exposed with a full year of credit monitoring.

On the advice of outside counsel, Forrester notified all of the individuals whose personal information may have been exposed in a mailing sent by first class U.S. mail on December 4, 2007 to each individual's last known address in Forrester's records. Subsequent to that date, Forrester was advised by outside counsel that chapter 93H is in effect and requires, among other things, that information regarding credit freezes be included in the notice of security breach. Therefore, in a letter sent by first class U.S. mail on December 17, 2007, Forrester sent a second notice informing the same individuals of their right to obtain a police report and the process for requesting a security freeze. Copies of the forms of both notifications are enclosed. A letter identical to this one also attaching both forms of notification is simultaneously being sent to the Massachusetts Director of Consumer Affairs and Business Regulation.

Please do not hesitate to contact me if you have any questions.

Sincerely yours,



Gail S. Mann, Esq.
Chief Legal Officer

FORRESTER

December 14, 2007

Dear Forrester Employee:

We are sending this letter as a follow up to our letter of December 3, 2007, regarding the recent data security incident at Forrester, in order to provide further information about protecting yourself from fraud and identity theft.

In addition to the information we provided in our earlier letter, Massachusetts law requires that we inform you that you have the right to request that a credit freeze (sometimes called a security freeze) be placed on your account. A credit freeze will prevent potential creditors and other third parties from accessing your credit report unless you lift the freeze or already have a relationship with the company. Since most businesses will not open credit accounts without first checking a consumer's credit history, a credit freeze may help to prevent credit, loans or other services from being approved in your name without your explicit consent. Credit freezes, like the credit monitoring already being provided for you by ConsumerInfo.com, are mainly effective against new credit accounts being opened in your name, but not other forms of identity theft. You should be aware that using a security freeze may delay, interfere with, or prevent the timely approval of any subsequent request or application you make regarding new loans, credit, mortgage, insurance, government services or payments, rental housing, employment, investment, license, cellular phone, utilities, digital signature, internet credit card transactions, or other services, including an extension of credit at point of sale.

If you wish to place a credit freeze on your account, you must write to each of the three credit bureaus, following the instructions included in this letter. The credit freeze will remain in place until you request that it be lifted or removed. Credit bureaus charge a \$5 fee for each placing, temporary lifting or removing of a credit freeze, although the fee for a credit freeze may be waived for victims of identity theft and spouses of victims who provide a valid copy of an identity theft report filed with a law enforcement agency. You have the right to obtain a police report.

Instructions for Requesting a Credit Freeze

Send a written request by regular U.S. mail, certified mail, or overnight courier to each credit bureau at the following addresses: If you want to receive confirmation of delivery, you should send the request by overnight courier or certified mail:

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013

Trans Union Security Freeze

P.O. Box 6790
Fullerton, CA 92834-6790

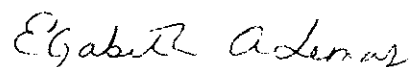
For each written request, you must:

- Provide your full name (including middle initial as well as Jr., Sr., II, III, etc.,) Social Security number, date of birth and address;
- Provide proof of current address, such as a current utility bill or phone bill;
- If you have moved in the past 5 years, supply the addresses where you have lived over the prior 5 years;
- Send a photocopy of a government issued form of identification, such as a state driver's license or ID card, military identification, etc.;
- If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft; and
- If you are not a victim of identity theft, include payment by check or money order.
- To learn more information about the credit bureau's particular payment policies, visit their websites, below:
 - Experian www.experian.com (type "security freeze" in box at top right)
 - Trans Union www.transunion.com (click on "security freeze" under the heading "Identity Theft" at the bottom of the page)
 - Equifax www.equifax.com (type "security freeze" in box at top right)

More information about fraud alerts and credit freezes, and other helpful information about how to protect yourself from identity theft, can be found at the Federal Trade Commission's identity theft web site at www.ftc.gov/idtheft.

We again apologize for any inconvenience that this has caused you. If you have any questions about the information in this letter, please contact me.

Sincerely yours,

A handwritten signature in cursive script that reads "Elizabeth A. Lemons".

Elizabeth A. Lemons, Chief People Officer
Forrester Research, Inc.
400 Technology Square
Cambridge, MA 02139
elemons@forrester.com
(617) 613-6140

[to be printed on Forrester letterhead]

December 3, 2007

[name and address]

Dear

We are contacting you to inform you about a recent data security incident at Forrester. Last week, a Forrester laptop was stolen from the home of one of our employees. The laptop contained the names, addresses, and social security numbers of certain current and former employees and directors of Forrester, including you, who in the past have received grants of Forrester stock options or participated in the Employee Stock Purchase Plan. Access to the information stored on the hard drive is password protected. Nevertheless, in an abundance of caution, Forrester is notifying you of this incident.

This is an isolated incident and does not involve a breach of our network security. In addition, the theft has been reported to the local police department and the Middlesex County District Attorney's Office. We do not have any evidence that your information has been misused, and we believe the likelihood of such misuse is low. However, because your information may have been exposed, we have arranged for a credit monitoring product at no cost to you, which also includes access to your credit report.

We have partnered with ConsumerInfo.com, Inc., an Experian® company, to provide you with a full year of credit monitoring. This credit monitoring membership includes an initial 3-Bureau Credit Report. It will enable you to identify possibly fraudulent use of your information.

Your credit monitoring product, Triple AdvantageSM, will identify and notify you of key changes that may be a sign of identify theft. Your membership includes:

- One 3-Bureau Report when you sign up
- Unlimited access to your Experian Credit Report and Credit Score
- Monitoring of all three of your national credit reports every day
- Email or SMS Text alerts when key changes are identified
- \$25,000 Identify Theft insurance provided by Virginia Surety Company, Inc.*
- Access to Fraud Resolution Representatives

*Due to New York state law restrictions, this insurance coverage cannot be offered to residents of New York.

You have until March 1, 2008 to activate this membership, which will then continue for 12 months. We encourage you to activate your credit monitoring membership quickly. To redeem your Triple Advantage membership, please visit

<http://partner.consumerinfo.com/forrester> and enter the code provided below. You will be instructed on how to initiate your online membership.

Your Credit Monitoring Activation Code:

Please contact Experian's toll free customer care number with any questions about the membership: 1-866-252-0121.

Even if you do not find any suspicious activity on your initial credit reports, you should check your credit reports and account statements periodically. If you find suspicious activity on your credit reports and account statements or have reason to believe your information is being misused, you should alert your local law enforcement and obtain a copy of the police report. Many creditors want the information contained in a police report to absolve you of any fraudulently incurred debts. You also should file a complaint with the Federal Trade Commission at www.ftc.gov/idtheft or at 1-877-ID-THEFT (877-438-4338). Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations.

For helpful information about how to protect yourself from identity theft, we recommend you visit the Federal Trade Commission's identify theft website at www.ftc.gov/idtheft.

We apologize for any inconvenience that this has caused you. In addition, we want you to know that we are taking steps to help ensure that the issue won't happen again and we are committed to fully protecting all of the confidential information that is entrusted to us. If you have any questions about the information in this letter please contact me.

Sincerely yours,

Elizabeth A. Lemons, Chief People Officer
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elemons@forrester.com
(617) 613-6140