

February 1, 2008

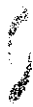
Martha Coakley, Esq.  
Attorney General  
McCormack Building  
One Ashburton Place  
Boston, MA 02108

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

This letter is to follow-up on the January 23, 2008 letter from Deborah Seidel at T. Rowe Price Retirement Plan Services, Inc. in regard to the December 2007 computer thefts from T. Rowe Price vendor CBIZ Benefits & Insurance Services, Inc. ("CBIZ"). Sterling Commerce has been notified that certain information about its plan participants, including their names and Social Security numbers, are believed to be on the unencrypted hard drives of two stolen computers. Ms. Seidel's letter provided information regarding the number of Massachusetts residents affected by the incident, and our records indicate that fourteen (14) of those Massachusetts residents are participants in the Sterling Commerce, Inc. Savings and Security Plan.

Sterling Commerce takes this matter very seriously and is working directly with T. Rowe Price and CBIZ to evaluate current safeguards and determine if additional measures are necessary to avoid future such incidents. Sterling Commerce is also monitoring the developments of the ongoing law enforcement investigation.

Finally, Sterling Commerce worked directly with T. Rowe Price to mail joint notices to affected individuals informing them of this incident. The letters to impacted Sterling Commerce plan participants were mailed January 25, 2008, and contained all information required under G.L. ch. 93H. As a precaution, the letters extend an offer of one year of online credit monitoring at no cost to the participants, and contain additional information regarding the nationwide credit reporting agencies, as well as resources available through the Federal Trade Commission.



**sterling commerce**

An ABB Company

Sterling Commerce regrets this incident but is working directly with the vendors involved to notify and assist affected individuals. Please contact me directly should you have any questions.

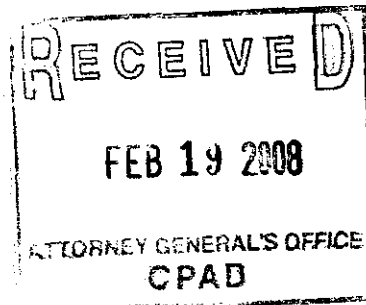
Sincerely,

Michael A. Meyer  
Senior Vice President & General Counsel



February 15, 2008

Scott D. Schafer, Esq.  
Assistant Attorney General  
Consumer Protection Division  
McCormack Building  
One Ashburton Place  
Boston, MA 02108



Dear Mr. Schafer:

This letter is in response to your February 8, 2008 letter requesting a sample of the notice provided by Sterling Commerce to affected Massachusetts residents. Enclosed herewith is a sample of the joint notice sent by Sterling Commerce and T. Rowe Price to affected Massachusetts residents.

Please contact me at 614-789-5569 directly should you have any questions.

Sincerely,

Michael J. McNew  
Attorney

**T. Rowe Price Retirement Plan Services, Inc.**

---

January 18, 2008

P.O. Box 17349  
Baltimore, Maryland 21297-1349  
4515 Painters Mill Road  
Owings Mills, Maryland 21117-4903

[REDACTED]  
[REDACTED]  
[REDACTED]

Dear [REDACTED]:

T. Rowe Price and Sterling Commerce, Inc. are providing you this notice about an incident that involves your personal information in connection with the Sterling Commerce, Inc. Savings and Security Plan serviced by T. Rowe Price. A T. Rowe Price vendor recently informed us that several computers were stolen from its offices between December 24 and 26, 2007, including two computers that were used in preparing required federal reporting for your retirement plan (referenced above).

In these filings, specific information is provided regarding participants who left Sterling during the 2005 plan year and certain participants who left in other years. Your address, date of birth, or other personally identifiable information was not included in the records. However, your name and Social Security number are believed to be on the hard drives of these stolen computers, along with the amount of your account balance, if any, at the end of the 2006 plan year.

The vendor promptly notified law enforcement authorities and continues to cooperate in the investigation. While we, our vendor, and the Plan have security controls in place to protect personal information, both T. Rowe Price and Sterling are reviewing this matter and will continue to work together with the vendor to enhance security measures. If you have a current balance with the Plan, please be assured that we are taking additional measures to help secure your account.

We deeply regret that this incident occurred and realize that you may have questions and concerns. One step we have taken is to provide you access to a one-year subscription to an online credit monitoring service through TransUnion. We have included an activation code you can use to obtain this service at no cost to you. Your code is [REDACTED]. You may activate your one-year subscription any time between now and April 30, 2008. To access the service, please visit <http://www.truecredit.com/code> and enter your 16-digit code as shown in the gift certificate code boxes. You will then be guided through a series of screens to verify your identity and to access the following features:

- Unlimited access to your TransUnion credit report and credit score;
- Credit monitoring to alert you by e-mail if critical changes (such as address changes, new inquiries, new accounts, etc.) take place on your TransUnion credit report; and
- Up to \$25,000 of identity theft insurance through American International Group, Inc. (coverage not available to New York residents).

We apologize for this unfortunate event and want to reassure you that T. Rowe Price, Sterling Commerce, and the vendor take the security of personal information very seriously. If you would like any further information concerning this incident, please contact the Participant Service Center at 1-866-799-0157, Monday- Friday, 7 a.m. to 10 p.m. ET.

Sincerely,  
Steven J. Zients, Senior Vice President

#### Additional Information on Protecting Yourself

There are other steps that you can take to help further protect yourself. Remain vigilant and watch for any unusual activity on your account and credit card statements. You may wish to contact your credit card issuers and financial institutions and inform them of the incident. Promptly report incidents of suspected identity theft or fraud to your local law enforcement agency, your financial institution, and to one of the three nationwide consumer reporting agencies listed below. Other options include:

- Periodically obtaining 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 1-877-322-8228. If you would rather 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.
- You may also contact the fraud departments of any of the three major credit reporting agencies. They will discuss your options with you, such as placing a 90-day "fraud alert" in your file or longer-term alerts if fraudulent transactions have occurred. 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. The contact information for each of the three major credit reporting agencies is listed below:

Equifax	Experian	TransUnion
P.O. Box 740256	P.O. Box 1017	P.O. Box 6790
Atlanta, GA 30374	Allen, TX 75002	Fullerton, CA 92834
1-800-685-1111	1-888-397-3742	1-800-680-7289

- The Federal Trade Commission also provides information about these options and additional steps you can take. To learn more, you can go to [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft) or [www.ftc.gov/credit](http://www.ftc.gov/credit), or call 1-877-IDTHEFT (1-877-438-4338). In addition, you may also contact the Federal Trade Commission to report incidents of identity theft.