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Corporate Headquarters  
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Roseland, New Jersey 07068-1728



Legal Department  
Writer's Direct Dial Number

(973) 974-7905

December 9, 2008

MA Office of Attorney General Martha Coakley  
Attn: Consumer Protection Division  
One Ashburton Place  
Boston, MA 02108

Dear Sir/Madam:

I write on behalf of ADP, Inc. ("ADP") to advise of a potential security breach which may have affected 318 residents of Massachusetts. Approximately 9078 individuals in total were impacted.

ADP provides payroll reports and related services to Oldcastle Precast, Inc., the employer of the affected individuals. In September of 2008, an associate at ADP inadvertently sent a file via email, which was believed to contain sample data, to a Human Resources team at another ADP client. The file in fact contained personal information including name, address, home phone number, date of birth, social security number, gender and other related HR/Payroll information, of employees of Oldcastle Precast, Inc., an ADP client. Upon receipt of the file, the other ADP client notified ADP of the error. The client's team, all professionals who routinely handle sensitive information, has provided ADP with written confirmation that all email and copies of the file have been deleted and that no additional copies were made or printed.

ADP has conducted a full and thorough investigation of this incident. Our investigation has confirmed that this unfortunate incident was a result of a violation of ADP policies. ADP is continuing to review its controls and will make all necessary efforts to strengthen security measures in place to safeguard client data. ADP has an enterprise wide information security program, and many security procedures, practices and safeguards to protect client data including, but not limited to, policies concerning training and testing, the disposal of confidential data, and the use of secure email to transmit confidential data.

ADP is unaware of any actual injury caused by this incident. ADP is in the process of notifying all of the impacted individuals and will be offering credit monitoring and identity theft insurance to those individuals. (A sample copy of the letter sent to our client's employees is attached.)

Please do not hesitate to contact me with any questions or concerns.

Very Truly Yours,

  
Alyson Weckstein Tiegel

## NOTIFICATION FORM FOR MA RESIDENTS



Date

Employee Name

Employee Address

Employee City, State, Zip Code

Dear Employee (personalized):

ADP provides payroll and related services to your employer Oldcastle Precast. As part of this service, ADP maintains your personal information. Unfortunately, that information may have been exposed to an unauthorized person. We truly regret any inconvenience this may cause you.

### **What are the Risks that My Information will be Misused?**

We have no reason to believe that your information will be used for any unintended purposes. However, because the possibility of misuse does exist, we are taking steps that will protect you nonetheless.

### **How can I protect myself?**

At no cost to you or your employer, ADP will provide you with access to our *Fraud and Disputes Help Desk*. Beginning MM/DD/YYYY, you may call 866-470-6019 to get information regarding the credit reporting process. You can also get help with specific steps to take to protect yourself from identity theft.

ADP is also offering you a solution provided through Equifax that will help you protect your identity and your credit information. The steps to follow are:

1. Enroll in Equifax Credit Watch™ Gold with 3-in-1 Monitoring identity theft protection service.
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**

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 credit reporting agencies. The key features and benefits are listed below.

Equifax Credit Watch provides you with a 1 year membership service:

- Comprehensive credit file monitoring of your Equifax, Experian, and TransUnion credit reports.
- Automatic notification of key changes to your credit files from any of the three agencies
- Wireless alerts and customizable alerts are available
- Free 3-in-1 Credit Report
- Unlimited Equifax Credit Reports™

- \$20,000 in identity theft protection with \$0 deductible (certain limitations and exclusions may apply; pursuant to New York state law, coverage is not available for residents of New York.)\*
- 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.
- Membership is renewable for 2 additional years on an annual basis by contacting the ADP *Fraud and Disputes Help Desk* by calling 866-470-6019.

#### How to Enroll

Equifax has a simple Internet-based verification and enrollment process.

Visit: [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, provide the following promotional code: <XXXXXX> in the "Enter Promotion Code" box. (case sensitive, no spaces, include dash.) 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.

If you do not have access to the Internet or wish for any other reason to enroll in Credit Watch by Mail with 3-in-1 Monitoring instead of the online service, you may enroll for US Mail delivery of the product. 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 shown above (no spaces, **no dash**)
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).

#### **Should I Do Anything Else?**

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\* Identity Fraud Expense Reimbursement Master Policy underwritten by Travelers Casualty and Surety Company of America and its property casualty affiliates, Hartford, CT 06183. Coverage for all claims or losses depends on actual policy provisions. Availability of coverage can depend on our underwriting qualifications and state regulations. Coverage not available for residents of New York.

You may wish to place a fraud alert on your credit report. The fraud alert is a consumer statement that alerts creditors of possible fraudulent activity within your report as well as requests that they contact you prior to establishing any accounts in your name. Once the fraud alert is added to your credit report, all creditors should contact you prior to establishing any account in your name. To place a fraud alert on your Equifax credit file, you may contact our auto fraud line at 1-877-478-7625, and follow the simple prompts. Once the fraud alert has been placed with Equifax, a notification will be sent to the other two credit reporting agencies, Experian and Trans Union, on your behalf.

We also recommend that you carefully monitor all of your account statements and your credit reports during the next 12 to 36 months to make certain there have been no unauthorized transactions made or new accounts opened in your name. Contact your financial institutions immediately if there is unauthorized activity on your accounts or if an unauthorized account has been opened in your name.

### **Do I Have Any Other Rights?**

If you believe that you may be a victim of identity theft, you have a right to obtain a police report.

In addition, Massachusetts law gives you the right to place a security freeze on your consumer reports. A security freeze is designed 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. You may request that a freeze be placed on your consumer report by sending a request to a credit reporting agency by certified mail, overnight mail or regular stamped mail to the address below.

Equifax Security Freeze  
P.O. Box 105788  
Atlanta, GA 30348  
[www.equifax.com](http://www.equifax.com)

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

TransUnion (FVAD)  
P.O. Box 6790  
Fullerton, CA 92834-6790  
[www.transunion.com](http://www.transunion.com)

The following information should be included when requesting a security freeze: full name, with middle initial and any suffixes; Social Security number; date of birth (month, day and year); current address and previous addresses for the past two years; and applicable fee (if any) or incident report or complaint with a law enforcement agency or the Department of Motor Vehicles. The request also should include a copy of a government issued identification card, such as a driver's license, state or military ID card, and a copy of a utility bill, bank or insurance statement. Each copy should be legible, display your name and current mailing address, and the date of issue (statement dates must be recent).

The consumer reporting agency may charge a reasonable 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 have submitted a valid police report relating to the identity theft to the consumer reporting company.

### **Where Can I Go For More Information?**

If you want to learn more about identity theft, visit the following helpful websites:

- The Federal Trade Commission runs the U.S. government's identity theft information website, <http://www.consumer.gov/idtheft> - you can also contact the Federal Trade Commission via phone at 1-877-ID-THEFT (877-428-4338).

- The Identity Theft Resource Center is a non-profit organization that you can contact online at <http://www.idtheftcenter.org/> or via email to [itrc@idtheftcenter.org](mailto:itrc@idtheftcenter.org).

**Is There Anything Else I Should Know?**

Please know that ADP takes the security of your personal data very seriously and is committed to minimizing the risks associated with the exposure of your personal information. The security of your information is of paramount importance to us and we maintain numerous safeguards to protect your information. Again, we apologize for this incident and any associated inconvenience.

If you would like to discuss this further, please call ADP's *Fraud and Disputes Help Desk*. Beginning MM/DD/YYYY, you may call 866-470-6019.

Sincerely,

Carey Mason  
General Manager  
ADP National Account Services