



SYNOVUS

March 28, 2008

Via Certified Mail
Return Receipt Requested
Certified Mail Receipt 7001032000068505751
Martha Coakley, Esq.
Attorney General
Office of the Attorney General
McCormack Building
One Ashburton Place
Boston, MA 02108

Dear Attorney General Coakley:

Recently BNY Mellon Shareholder Services ("Mellon"), on behalf of Synovus Financial Corp., reported to you an incident involving the inadvertent loss of a backup tape that contains personal information about one shareowner who resides in Massachusetts (a copy of Mellon's letter to you is herein enclosed).

More specifically, Mellon acts as Synovus' transfer agent and performs services for Synovus in connection with records relating to our shareowners. As Mellon has explained, Mellon's vendor was transporting several boxes of data backup tapes to an offsite storage facility and one box containing tapes with information about Synovus' shareowners is unaccounted for. The backup tape contained certain personal information about shareowners, such as names, Social Security numbers, and certain account information, that are maintained in the process of providing stock transfer services to Synovus. While this event has already been reported to you by Mellon, Synovus is undertaking our own efforts to notify our affected shareholders.

Based on the investigation into this incident, we have determined that one (1) Massachusetts resident is potentially affected. In conjunction with Mellon's notice to that resident, we are notifying that resident by letter sent via U.S. mail beginning March 31, 2008. A copy of our letter to the Massachusetts shareowner is attached.

Please be assured that we take the protection of personal information very seriously, and we are continuing to work with Mellon to implement additional security measures that will help prevent a similar occurrence.

Regards,

Synovus Financial Corp.



SYNOVUS

March 31, 2008

Dear Shareowner:

You are a registered owner of shares of Synovus Financial Corp. ("Synovus") for which BNY Mellon ("Mellon") provides transfer agent services. On behalf of Synovus, Mellon recently wrote to inform you of an incident involving personal information about you.

We would like to follow up on that correspondence and assure you that we take the protection of personal information very seriously. We would like to reiterate that we have no reason at this time to believe that personal information has been accessed, or misused, but we do encourage you to actively monitor your account activity and credit reports, and to report any suspicious activity. We would also like to remind you to take advantage of the free credit monitoring service referenced in the letter from Mellon. We will continue to work with Mellon to evaluate and implement measures that will help prevent a similar occurrence in the future.

If you have questions, please feel free to call Mellon toll-free at 1-877-277-2069. Mellon's customer service representatives are available Monday through Friday, between the hours of 8 a.m. and 8 p.m. ET.

Sincerely,

Cothee G. Stonebraker
Shareholder Services Administrator
Synovus Financial Corp.

PROSKAUER ROSE LLP

1001 Pennsylvania Avenue, NW
Suite 400 South
Washington DC 20004-2533
Telephone 202.416.6800
Fax 202.416.6899

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NEWARK
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PARIS
SÃO PAULO

Brandon M. Tavelli
Attorney at Law

Direct Dial 202.416.6896
btavelli@proskauer.com

March 26, 2008

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

Re: Legal Notice of Potential Information Security Breach

Dear Ms. Coakley:

BNY Mellon Shareowner Services ("BNY Mellon") provides transfer agent services to various corporations, most of which are United States public corporations. In this role, BNY Mellon collects certain personal information about its clients' shareowners. As you are aware, Massachusetts state law requires notice to the Massachusetts Attorney General and the Director of Consumer Affairs and Business Regulation in the event of an information security breach involving the personal information of Massachusetts residents. In accordance with that requirement, we write on behalf of BNY Mellon and its clients to inform you of a potential information security breach concerning the personal data of various shareowners of corporations for which BNY Mellon provides transfer agent services.

On February 27, 2008, BNY Mellon's archive services vendor notified BNY Mellon that it could not account for one of several boxes of data backup tapes that the vendor was transporting to an off-site storage facility. BNY Mellon has determined that the missing tapes contained certain personal account information about some shareowners, including their name, address, Social Security number, account information, transaction activity and possibly their bank account number, that BNY Mellon maintains in the process of providing stock transfer services. Although BNY Mellon has no reason to believe that the box was stolen or that the information on the tapes has been or will be accessed or misused, a police report was filed as a precaution on March 6, 2008. A copy of the Jersey City Police Department's report is attached.

BNY Mellon's investigation to date reveals that approximately 5,989 Massachusetts residents were affected by this incident. As a precaution, BNY Mellon is notifying all such affected individuals of the possible information security breach via written letter to each through first class mail. Mailing began on March 19, 2008. For your convenience, a copy of the form of notice is enclosed.

PROSKAUER ROSE LLP

Office of the Attorney General

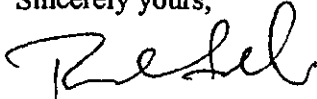
March 26, 2008

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The notice describes (1) how an affected individual can obtain free credit reports and/or place a security freeze on his or her file with each of the national credit reporting agencies, (2) the precautionary measures BNY Mellon is taking to help protect personal information from unauthorized access, (3) contact information for inquiries regarding the incident, (4) how to enroll in Experian's Triple Alert credit monitoring service, which BNY Mellon is making available to affected individuals free of charge for one year, (5) advice to report any suspected identity theft to BNY Mellon and to proper law enforcement authorities and (6) affected individuals' right to obtain a police report if they become victims of identity theft.

If you have any questions or need further information regarding this incident, please do not hesitate to contact me.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Brendon M. Tavelli". The signature is fluid and cursive, with the first name being the most prominent.

Brendon M. Tavelli

Enclosures

BNY MELLON SHAREOWNER SERVICES
ATTN: SHAREOWNER SERVICES
PO BOX 358630
PITTSBURGH, PA 15252-8014

March 19, 2008

«Control.»
«NAME»
«ADDR»
«ADDR1»
«ADDR2»
«ADDR3»
«ADDR4»

Dear Shareowner:

You are a registered owner of securities for which we provide transfer agent services. While we have no reason to believe your information has been or will be accessed or misused, we are writing to inform you of an incident involving your personal information. On February 27, 2008, our archive services vendor notified us that they could not account for one of several boxes of data backup tapes that they were transporting to an off-site storage facility. We have determined that the missing tapes contained certain personal information, such as your name, address, Social Security number, shareowner account information, transaction activity and possibly your bank account number, that we maintain in the process of providing stock transfer services.

As a precaution, to help you detect any possible misuse of your data, we are offering free credit monitoring for a 12-month period. We have engaged ConsumerInfo.com, Inc., an Experian® Company, to provide you with their Triple AlertSM Credit Monitoring product, which includes daily monitoring of credit reports from three national credit reporting companies (Experian, Equifax® and TransUnion®), email monitoring alerts of key changes to your credit reports, and more.

You have 90 days from the date of this notice to activate the credit monitoring by using the activation code xxxxxxxx. This code is unique for your use and should not be shared. To learn more about Triple Alert and to enroll, go to <http://partner.consumerinfo.com/monitor> and follow the instructions. To enroll by phone, or if you have any questions, please call us toll-free at 1-877-277-2069. Our customer service representatives are available Monday through Friday, between the hours of 8 a.m. and 8 p.m. ET.

We recommend that you regularly review statements from your accounts and obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report once every 12 months by visiting <http://www.annualcreditreport.com> or by calling one of the three national credit reporting agencies, toll-free: Experian at (888) 397-3742; TransUnion at (800) 916-8800; Equifax at (800) 685-1111. We recommend you remain vigilant and that you report any suspected identity theft to us and to proper law enforcement authorities, including the Federal Trade Commission. Please visit the FTC's web site, <http://www.ftc.gov/bcp/edu/microsites/idtheft>, to learn more about protecting yourself from identity theft, such as requesting a fraud alert.

Please be assured that we take the protection of your information very seriously and have taken additional measures to protect your account with us. We have worked with our archive services vendor to implement additional measures that will help prevent a similar occurrence. We sincerely regret any inconvenience or concern caused by this incident.

Sincerely,

BNY Mellon Shareowner Services



Jersey City Police Department

REPORT OF LOST OR STOLEN PROPERTY

DATE: 3/6/08 DISTRICT: EAST

I, DAVE CRAIG AM REPORTING TO
Please Print

THE JERSEY CITY POLICE DEPARTMENT THAT THE BELOW DESCRIBED ITEM(S)

Metal Archive Storage Case From 480 Washington Blvd

WAS:

LOST

STOLEN

Dave Craig
Reporting Persons Signature

THIS INFORMATION IS RECORDED ON PAGE # 59 OF THE
POLICE DEPARTMENT MEMO BOOK.

P.O. Wm. Lough #2228
Officer ID & Signature



April 4, 2008

Via Certified Mail
Return Receipt Requested
Certified Mail Receipt 70010320000068505713
Martha Coakley, Esq.
Attorney General
Office of the Attorney General
McCormack Building
One Ashburton Place
Boston, MA 02108

Dear Attorney General Coakley:

On Friday, March 28, 2008 we sent you a letter following up on notification given to you by our shareholder services agent, BNY Mellon ("Mellon"). Our letter contained copies of the documentation provided to you by Mellon, including a copy of the letter they sent on our behalf to shareowners in Massachusetts. We have learned that they inadvertently included in the correspondence to you, and us, a copy of the letter sent to shareowners who reside in states other than Massachusetts. We understand that Mellon did, in fact, send letters to shareowners in Massachusetts containing all of the information prescribed by the Massachusetts security breach notification law. In addition, Mellon has informed us that they contacted your office and have sent you a corrected copy of the letter actually sent to shareowners in Massachusetts. Enclosed herein is a copy of Mellon's corrected correspondence.

Please accept our apologies for any confusion this may have caused.

Regards,
Colin Stambaker
Synovus Financial Corp.

PROSKAUER ROSE LLP

1001 Pennsylvania Avenue, NW
Suite 400 South
Washington DC 20004-2533
Telephone 202.416.6800
Fax 202.416.6899

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NEWARK
NEW ORLEANS
PARIS
SAO PAULO

Brendon M. Tavelli
Attorney at Law

Direct Dial 202.416.6896
btavelli@proskauer.com

March 26, 2008

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

Re: Legal Notice of Potential Information Security Breach

Dear Ms. Coakley:

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On February 27, 2008, BNY Mellon's archive services vendor notified BNY Mellon that it could not account for one of several boxes of data backup tapes that the vendor was transporting to an off-site storage facility. BNY Mellon has determined that the missing tapes contained certain personal account information about some shareowners, including their name, address, Social Security number, account information, transaction activity and possibly their bank account number, that BNY Mellon maintains in the process of providing stock transfer services. Although BNY Mellon has no reason to believe that the box was stolen or that the information on the tapes has been or will be accessed or misused, a police report was filed as a precaution on March 6, 2008. A copy of the Jersey City Police Department's report is attached.

BNY Mellon's investigation to date reveals that approximately 5,989 Massachusetts residents were affected by this incident. As a precaution, BNY Mellon is notifying all such affected individuals of the possible information security breach via written letter to each through first class mail. Mailing began on March 19, 2008. For your convenience, a copy of the form of notice is enclosed.

PROSKAUER ROSE LLP

Office of the Attorney General

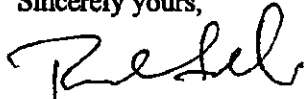
March 26, 2008

Page 2

The notice describes (1) how an affected individual can obtain free credit reports and/or place a security freeze on his or her file with each of the national credit reporting agencies, (2) the precautionary measures BNY Mellon is taking to help protect personal information from unauthorized access, (3) contact information for inquiries regarding the incident, (4) how to enroll in Experian's Triple Alert credit monitoring service, which BNY Mellon is making available to affected individuals free of charge for one year, (5) advice to report any suspected identity theft to BNY Mellon and to proper law enforcement authorities and (6) affected individuals' right to obtain a police report if they become victims of identity theft.

If you have any questions or need further information regarding this incident, please do not hesitate to contact me.

Sincerely yours,



Brendon M. Tavelli

Enclosures

BNY MELLON SHAREOWNER SERVICES
ATTN: SHAREOWNER SERVICES
PO BOX 358630
PITTSBURGH, PA 15252-8014

March 21, 2008

«Control»
«NAME»
«ADDR»
«ADDR1»
«ADDR2»
«ADDR3»
«ADDR4»

Dear Shareowner:

You are a registered owner of securities for which we provide transfer agent services. While we have no reason to believe your information has been or will be accessed or misused, we are writing to inform you of an incident involving your personal information. On February 27, 2008, our archive services vendor notified us that they could not account for one of several boxes of data backup tapes that they were transporting to an off-site storage facility. We determined that the missing tapes contained personal account information that we maintain in order to provide our stock transfer services.

As a precaution, to help you detect any possible misuse of your data, we are offering free credit monitoring for a 12-month period. We have engaged ConsumerInfo.com, Inc., an Experian® Company, to provide you with their Triple AlertSM Credit Monitoring product, which includes daily monitoring of credit reports from three national credit reporting companies (Experian, Equifax® and TransUnion®), email monitoring alerts of key changes to your credit reports, and more.

You have 90 days from the date of this notice to activate this credit monitoring by using the activation code **XXXXXXXXXX**. This code is unique for your use and should not be shared. To learn more about Triple Alert and to enroll, go to <http://partner.consumerinfo.com/monitor> and follow the instructions. To enroll by phone, or if you have any questions, please contact us toll-free at 1-877-277-2069. Our customer service representatives are available Monday through Friday, between the hours of 8 a.m. and 8 p.m. ET.

We recommend that you regularly review statements from your accounts and obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report once every 12 months by visiting <http://www.annualcreditreport.com> or by calling one of the three national credit reporting agencies, toll-free: Experian at (888) 397-3742; TransUnion at (800) 916-8800; Equifax at (800) 685-1111. We recommend you remain vigilant and that you report any incidents of suspected identity theft to us and to proper law enforcement authorities, including the Federal Trade Commission. You have the right to obtain a police report if you are the victim of identity theft. Please visit the FTC's web site, www.ftc.gov/bcp/edu/microsites/idtheft, to learn more about protecting yourself from identity theft, such as requesting a fraud alert.

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

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

The following information should be included when requesting a security freeze (documentation for you and your spouse must be submitted when freezing a spouse's consumer report): 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 agency.

Please be assured that we take the protection of your personal information very seriously and have taken additional measures to protect your account with us. We have worked with our archive services vendor to implement additional measures that will help prevent a similar occurrence. We sincerely regret any inconvenience or concern caused by this incident.

Sincerely,

BNY Mellon Shareowner Services