

Agilent Technologies, Inc.  
5301 Stevens Creek Blvd.,  
Santa Clara, CA 95051



**Agilent Technologies**

April 3, 2008

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

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

Re: *Legal Notice of Potential Data Security Breach Pursuant to Mass. Genl. Laws Ch. 3H*

Dear Ms. Coakley or to Whom It May Concern:

Pursuant to Massachusetts law, we write to notify you of a potential data security breach involving the personal information of some Massachusetts residents. Stock & Option Solutions, Inc., ("Stock & Option Solutions") is a vendor that provided equity plan consulting services to Agilent Technologies, Inc. ("Agilent"). On March 4, 2008, Stock & Option Solutions informed Agilent that on March 1, 2008, someone broke into the locked rental car of a Stock & Option Solutions employee while it was parked in a public garage in San Francisco, California, and stole a laptop computer that contained personal data of Agilent's current and former employees, including names, home addresses, Social Security Numbers, and equity compensation information. The laptop was not encrypted but was password protected. We believe that an estimated 51,000 total individuals may have been affected by this incident, of which 1954 are Massachusetts residents.

Upon discovery, the auto break in and theft were reported immediately to the San Francisco Police Department ("SFPD"), report number 080-220-933. A redacted copy of that police report is enclosed. Stock & Option Solutions has advised us that it has followed up with SFPD and the REACT High Tech Crimes Task Force in Silicon Valley to ensure that the serial number of the stolen laptop was entered into their respective database systems for monitoring. Stock & Option Solutions has also advised us that it will continue to follow up and work with law enforcement about the incident. At this time, Stock & Option Solutions and Agilent have no indication that this was anything more than a random theft or that personal data has been accessed or misused.

Stock & Option Solutions had signed a Personal Data Confidentiality Agreement with Agilent, which, among other things, requires them to adopt a reasonable degree of care in protecting the security of Agilent personal information.

Agilent has retained Equifax Personal Solutions for one year for its credit monitoring services and 24 by 7 phone access to a live customer agent for personal identity theft victim assistance and investigation of any inaccurate information to mitigate any potential problems for affected individuals that may result from this incident.

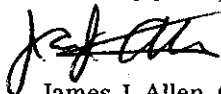
On March 6, 2008, Agilent notified all of its active employees of the possible data security breach by an e-mail communication entitled "Infospark Communication," a copy of which is enclosed. On March 10, 2008, Agilent sent another e-mail notification only to those active employees who might be affected by the incident, attaching instructions for the Credit Monitoring Sign-Up Process. A copy of that e-mail and attachment are also enclosed.

On March 17, 2008, Agilent mailed a hard copy letter about the possible data security breach, together with instructions for the Credit Monitoring Sign-Up Process and answers to Frequently Asked Questions, to its former employees who might be affected by the incident, copies of which are enclosed.

Agilent is now in the process of further notifying all individuals who might be affected by the possible data security breach by hard copy letter through first-class mail, postage prepaid, the mailing of which will begin in early April, 2008. Enclosed is a copy of the notification letter and enclosures being sent to all potentially affected individuals.

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

Sincerely yours,



James J. Allen, CIPP  
Chief Privacy Officer

Encls.

**From:** AGILENT,AMERICAS-HR (A-SantaClara,exgen1)  
**Sent:** Monday, March 10, 2008 11:44 AM  
**Subject:** Vendor Security Breach of Employee Data: Important Update

Agilent Colleagues,

As you may have read in the March 6 edition of InfoSpark, a laptop computer containing sensitive Agilent employee data was stolen from the car of an Agilent vendor, Stock & Option Solutions, in San Francisco, California on Saturday, March 1. Agilent was not informed of the incident until late in the day on March 4. The computer contained personal information about all current and former Agilent employees worldwide who have ever received equity awards (e.g. stock options, restricted stock units, stock appreciation rights). The information included Social Security Numbers as well as employee name and ID, home address and historical data on equity awards transactions.

The files did not contain any personal PIN or passwords or any other login information that could be used to access employee accounts.

While the incident appears to have been a random laptop theft which, in most situations like this, does not result in the misuse of stolen information, we are taking prudent precautions including offering free credit monitoring through Equifax to guard against identity theft. To enroll in the Equifax Credit Watch product, please see the attached document.

Our priority has absolutely been to prevent this kind of incident. To this end, we continually evaluate and modify our vendor processes and contracts with the goal of maintaining specific data privacy rules and guidelines.

Unfortunately, a chain is only as strong as its weakest link. Stock & Options Solutions was highly recommended to us and the standard Agilent contract and data privacy agreements were in place. The vendor made a serious error – in violation of the contracted agreement – that has undermined Agilent's diligence around security. We will hold Stock & Option Solutions accountable.

We understand your concern and realize that that our actions may not offer much reassurance to those impacted by the current theft. We do, however, want to reiterate our commitment to protect the privacy of our employees.

If you have any questions, please visit the Agilent Privacy web site at:  
[http://marketing.agilent.com/privacy/vendor\\_compromises\\_sensitive\\_employee\\_data.htm](http://marketing.agilent.com/privacy/vendor_compromises_sensitive_employee_data.htm)

Regards,

Jean Halloran, Senior Vice President, Human Resources

Jim Allen, Chief Privacy Officer

**Final Draft**  
**Credit Monitoring Sign-up Process**

We have arranged with Equifax Personal Solutions to help you protect your identity and your credit information at no cost to you. The steps to follow are:

1. Enroll in Equifax Credit Watch™ Gold with 3-in-1 Monitoring identity theft protection product. This product is being provided to you at no cost for one year.
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

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

Equifax Credit Watch provides you with the following benefits:

- Comprehensive credit file monitoring of your Equifax, Experian, and TransUnion credit reports with daily notification of key changes to your credit files from any of the three agencies
- Wireless alerts and customizable alerts available
- One 3-in-1 Credit Report and access to your Equifax Credit Report™
- \$20,000 in identity theft insurance with \$0 deductible, at no additional cost to you †
- 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

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 numbers, 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: 401307645** in the “Enter Promotion Code” box. (no spaces) 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 and other product features.

To sign up for U.S. Mail delivery of the product, 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).
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 U.S. 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).

#### Directions for placing a Fraud Alert

A fraud alert is a consumer statement added to your credit report. This statement 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 credit file, visit [www.fraudalerts.equifax.com](http://www.fraudalerts.equifax.com) or you may contact the 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.

† 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.

This product is not intended for minors (under 18 years of age). Equifax's credit monitoring products are protected by US Patent 7,028,052

Front Page

• [Vendor compromises sensitive employee data](#)

FRONT PAGE

**VENDOR COMPROMISES SENSITIVE EMPLOYEE DATA**—A laptop computer containing sensitive Agilent employee data was stolen from the car of an Agilent vendor. Agilent learned of the incident March 4; the theft took place on Saturday, March 1. The data contained personal information on all current and former Agilent employees who have ever received equity awards (e.g., stock options, Restricted Stock Units, Stock Appreciation Rights). The laptop contained the following personal information by region:

All regions: Employee ID, employee name, address, historical information on equity awards transactions

For U.S. residents: Social Security Numbers

For Europe, A/P and the rest of the Americas: No personal individual data other than categories mentioned above (e.g., no National ID).

These files did not contain any personal PIN or passwords or any other login information that could be used to access employee accounts.

During the week, Agilent will provide detailed information about the situation and what to do if anyone believes his or her personal data has been misused. Agilent will also offer U.S. employees free credit monitoring through Equifax to guard against identity theft because of the presence of Social Security Numbers in the data. In addition, Agilent's Privacy Office (<http://marketing.agilent.com/privacy/index.htm>) will include information about the incident, including answers to frequently asked questions, and contact names and phone numbers for additional questions. The information will be posted by Friday morning, March 7, Pacific Time.

“Agilent is very concerned about this breach of our employees' data privacy and is looking at additional ways to insure that our vendors treat personal employee data in an appropriate fashion,” said Jean Halloran, senior vice president, Human Resources. “We realize that this doesn't offer much reassurance to those impacted by the current

theft, but we want to reiterate our commitment to protect the privacy of our employees.”

Jim Allen, Agilent’s chief privacy officer, added, “This appears to have been a random laptop theft and in most situations like this, it is unlikely that the stolen information will be misused.”

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Agilent Restricted

Verity **Ultraseek**  
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**SAN FRANCISCO POLICE DEPARTMENT**  
 Southern Station  
 860 Bryant Street  
 SAN FRANCISCO, CA 94108  
 OFFICE #: (415) 553-1373  
 FAX #: (415) 553-1073



**Fax Transmittal Sheet**

DATE: 3-7-08

AGENCY: SFPD

FAX NUMBER: [REDACTED]

ATTENTION: [REDACTED]

SENT BY: Officer Cesar A. Perez #940

PHONE #: cell [REDACTED]

COMMENTS:

Correction in narrative is

name and one zip code.

Number of pages, including Cover Sheet: \_\_\_\_\_

San Francisco Police Department  
**INCIDENT REPORT** *071* 080220933

Report Type: Initial

Incident Number 080-220-833	Occurrence Date/Time 3/7/08 10:00	Complaint or Date/Time 3/7/08 13:50	Reported Date/Time 3/7/08 13:59	CR#/Number 080220933
Type of Incident Theft, From Locked Vehicle, Att. -06240				
Location of Occurrence 8001 Embarcadero North Av		Neighborhood and Precinct type North Point Garage, Public		
Offense Code K0001	Arms Used <input type="checkbox"/>	Arrested <input type="checkbox"/>	Subject Unconscious? <input type="checkbox"/>	Other Charges Reported <input checked="" type="checkbox"/>
Disposition Arrested	Detention <input type="checkbox"/>	Victim <input type="checkbox"/>	Property <input type="checkbox"/>	Reported by 3812A
File #0 Embroidered Shirts All				
How Claimed?	Reported to Bureau	Name	Sex	Race
			Age	Time
			Year	Month
			Day	Time
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080220933

San Francisco Police Department  
 ADDITIONAL REPORTEE

Injured  
 CLM

RP CODES: F-FOUND; N-NOTIFY; P-PARENT; R-REPORTER; V-VICTIM; W-WITNESS

**VICTIM 2**

Code Y 2	Name (Last, First, Middle)		Alias	
Day Phone	Type	Home Address	City	State Zip Code
Night Phone	Type	Work Address	City	State Zip Code
DOB/	Age	DOB/	Age	DOB/
Confidential	Violent Crime	207 PC	Star	EU Form
School (if Juvenile)	Injury/Treatment	Other Information/Interpreter Needed Specify Language		

CP-  
 4940

**VICTIM 3**

Code Y 3	Name (Last, First, Middle)		Alias	
Day Phone	Type	Home Address	City	State Zip Code
Night Phone	Type	Work Address	City	State Zip Code
DOB/	Age	DOB/	Age	DOB/
Confidential	Violent Crime	207 PC	Star	EU Form
School (if Juvenile)	Injury/Treatment	Other Information/Interpreter Needed Specify Language		

Code	Name (Last, First, Middle)		Alias	
Day Phone	Type	Home Address	City	State Zip Code
Night Phone	Type	Work Address	City	State Zip Code
DOB/	Age	DOB/	Age	DOB/
Confidential	Violent Crime	207 PC	Star	EU Form
School (if Juvenile)	Injury/Treatment	Other Information/Interpreter Needed Specify Language		

Code	Name (Last, First, Middle)		Alias	
Day Phone	Type	Home Address	City	State Zip Code
Night Phone	Type	Work Address	City	State Zip Code
DOB/	Age	DOB/	Age	DOB/
Confidential	Violent Crime	207 PC	Star	EU Form
School (if Juvenile)	Injury/Treatment	Other Information/Interpreter Needed Specify Language		

SFPD377 B (3/03)

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San Francisco Police Department  
 PROPERTY LISTINGS

Code/No STN 1	Item Description Lap Top	Brand Dell	Model TBD
Serial No. [blank]	Gun Make	Caliber	Color
Serial No. [blank]	Quantity 1	Value TBD	
Seized by (Off)	From Where Last seen inside of Mauve Colored backpack with roller wheels.		
Additional Description/Identifying Numbers Last seen inside of (B) Vehicle in the back trunk area.			
Code/No STN 2	Item Description Mauve Colored Lap Top Backpack	Brand Genuine	Model Computer
Serial No. NA	Gun Make	Caliber	Color
Serial No. NA	Quantity 1	Value TBD	
Seized by (Off)	From Where Last seen inside of (B) Vehicle.		
Additional Description/Identifying Numbers			
Code/No STN 3	Item Description Purple Bag	Brand Genuine	Model Duffin Clothing
Serial No. NA	Gun Make	Caliber	Color
Serial No. NA	Quantity 1	Value TBD	
Seized by (Off)	From Where Purple bag with various articles of clothing and accessories.		
Additional Description/Identifying Numbers			
Code/No STN 1	Item Description Black Bag/Bag Sweashed out	Brand Genuine	Model Genuine BOST
Serial No. [blank]	Gun Make	Caliber	Color
Serial No. [blank]	Quantity 1	Value TBD	
Seized by (Off)	From Where Sweashed out by unknown suspect (A).		
Additional Description/Identifying Numbers			
Code/No	Item Description	Brand	Model
Serial No.	Gun Make	Caliber	Color
Serial No.	Quantity	Value	
Seized by (Off)	From Where		
Additional Description/Identifying Numbers			
Code/No	Item Description	Brand	Model
Serial No.	Gun Make	Caliber	Color
Serial No.	Quantity	Value	
Seized by (Off)	From Where		
Additional Description/Identifying Numbers			

080220933

San Francisco Police Department  
VEHICLE INFORMATION

VEHICLE CODES: B-BLOCKED; D-DAMAGED; F-USED FOR FLY; T-TOWED; U-UNREGISTERED; V-VANDALIZED; X-STRIPPED

Code B	Plate No. 831ZYX	State CA	Reg Yr 2009	Plate Type PC	VIN No. 1B3HB48B88D958401
Veh Year 2007	Make Dodge	Model	Call/Ver BKT		
Style Hatchback, 2 door	Color Tan	Paint/VDI Mark? <input checked="" type="checkbox"/>	Paint Missing? FRONT <input type="checkbox"/> REAR <input type="checkbox"/>		
Condition (Check all that apply) APPARENTLY DRIVABLE <input checked="" type="checkbox"/> BURNED <input type="checkbox"/> DAMAGED <input type="checkbox"/> STRIPPED <input type="checkbox"/> Damage back rear window smash Point of Entry: Back Rear Window Smashed					
Crime Scene Tech. Notified? <input type="checkbox"/>	107 Form Given to Owner? <input type="checkbox"/>	Tow Approved By (Name)	Star	Towed to (Name/Address)	Tow Check (Name) Star
Hold For	Other Information Thirty Rental Car rented to (V1) and (V2)				
Registered Owner Business Name/Last Name	First Name	Residence Phone (700) 857-0277			
Rental Car Finance Cdtr					
Residence Address 1722 E Rental Way	City Phoenix	State AZ	Zip 85034-1	Business Phone	

Code	Plate No.	State	Reg Yr	Plate Type	VIN No.
Veh Year	Make	Model			
Style	Color	Paint/VDI Mark? <input type="checkbox"/>	Paint Missing? FRONT <input type="checkbox"/> REAR <input type="checkbox"/>		
Condition (Check all that apply) APPARENTLY DRIVABLE <input type="checkbox"/> BURNED <input type="checkbox"/> DAMAGED <input type="checkbox"/> STRIPPED <input type="checkbox"/> Damage Point of Entry					
Crime Scene Tech. Notified? <input type="checkbox"/>	107 Form Given to Owner? <input type="checkbox"/>	Tow Approved By (Name)	Star	Towed to (Name/Address)	Tow Check (Name) Star
Hold For	Other Information				
Registered Owner Business Name/Last Name	First Name	Residence Phone			
Residence Address	City	State	Zip	Business Phone	

Code	Plate No.	State	Reg Yr	Plate Type	VIN No.
Veh Yr	Make	Model			
Style	Color	Paint/VDI Mark? <input type="checkbox"/>	Paint Missing? FRONT <input type="checkbox"/> REAR <input type="checkbox"/>		
Condition (Check all that apply) APPARENTLY DRIVABLE <input type="checkbox"/> BURNED <input type="checkbox"/> DAMAGED <input type="checkbox"/> STRIPPED <input type="checkbox"/> Damage Point of Entry					
Crime Scene Tech. Notified? <input type="checkbox"/>	107 Form Given to Owner? <input type="checkbox"/>	Tow Approved By (Name)	Star	Towed to (Name/Address)	Tow Check (Name) Star
Hold For	Other Information Thirty Rental Car rented to (V1) and (V2)				
Registered Owner Business Name/Last Name	First Name	Residence Phone			
Residence Address	City	State	Zip	Business Phone	

Incident# 080220933

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080220933

San Francisco Police Department  
NARRATIVE

On today's date at approx. 1359 hrs. I was at Pier 40 near my police patrol vehicle when a citizen, (V1) [REDACTED] and (V2) [REDACTED] walked up to me with their small child and told me the car they had rented from (V3) Thrifty Rent a Car had its back window smashed out.

(V1) [REDACTED] and (V2) [REDACTED] they were told by their son that their back window had been smashed out. [REDACTED] immediately pulled his car over on seeing my above patrol car and flagged me down.

[REDACTED] and [REDACTED] told me they had locked and parked their (B) Rent a Car inside at 1000 hrs at the Public Parking Garage at 2000 Embarcadero North (cross of North Point) across the street from Pier 39.

[REDACTED] along with their son came back to the vehicle at 1230 hrs. [REDACTED] said that when they pulled over once they all realized the back (B) car's (B) back window was smashed out.

[REDACTED] told me they looked at the (B) back window and they noted the (S1) Backpack which contained (S2) Computer. [REDACTED] also noted that (S3) Duffel bag containing various pieces of clothing from their duffel bag.

I gave Mary SFPD Follow Up Form #108 and an Additional Loss Form.

Incident# 080220933

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200218240  
 2.03 P. 21  
 8572867  
 ADDITIONAL LOSS REPORT FORM  
 SUPPLEMENTAL INCIDENT REPORT

POLICE DEPARTMENT  
 SAN FRANCISCO POLICE DEPARTMENT  
 455 CALIFORNIA STREET  
 SAN FRANCISCO, CA 94102

DATE OF INCIDENT: 03/01/2008  
 TIME OF INCIDENT: 11:39 AM  
 AREA CODE: [REDACTED]  
 AREA NAME: [REDACTED]

ARTICLE	BRAND	DESCRIPTION	QUANTITY	UNIT	VALUE
1.		PULL LAPTOP	1		618391 22807449461
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
13.					
14.					
15.					

COMMENTS: Add'l information for 080220933

IT IS A MANDATORY TO MAKE A LOSS REPORT TO THE SECTION 146.5 CALIFORNIA PENAL CODE

SIGNATURE: [REDACTED] DATE: 3/2/08



**Final Draft  
Credit Monitoring Sign-up Process**

March 17, 2008

Dear Former Agilent Employee,

This letter is to inform you that a laptop computer containing sensitive Agilent employee data was stolen from the car of an Agilent vendor, Stock & Option Solutions, in San Francisco, California on Saturday, March 1. Agilent was not informed of the incident until late in the day on March 4. The computer contained personal information about all current and former Agilent employees worldwide who have ever received equity awards (e.g. stock options, restricted stock units, stock appreciation rights). The information included Social Security Numbers as well as employee name and ID, home address and historical data on equity awards transactions.

The files did not contain any personal PIN or passwords or any other login information that could be used to access employee accounts.

While the incident appears to have been a random laptop theft which, in most situations like this, does not result in the misuse of stolen information, we are taking prudent precautions including offering free credit monitoring through Equifax to guard against identity theft. To enroll in the Equifax Credit Watch product, please see the enclosed documentation.

Our priority has absolutely been to prevent this kind of incident. To this end, we continually evaluate and modify our vendor processes and contracts with the goal of maintaining specific data privacy rules and guidelines. Unfortunately, a chain is only as strong as its weakest link. Stock & Options Solutions was highly recommended to us and the standard Agilent contract and data privacy agreements were in place. The vendor made a serious error – in violation of the contracted agreement – that has undermined Agilent's diligence around security. We hold Stock & Option Solutions accountable.

We understand your concern and realize that that our actions may not offer much reassurance to those impacted by the current theft. We do, however, want to reiterate our commitment to protect the privacy of our employees.

Attached you will find an FAQ that should answer any questions you may have. If you have any additional questions about the incident, please call Agilent HR at 1-408-553-7672 or e-mail us at [americas-hr\\_agilent@agilent.com](mailto:americas-hr_agilent@agilent.com).

Regards,

Jean Halloran, Senior Vice President, Human Resources

Jim Allen, Chief Privacy Officer

We have arranged with Equifax Personal Solutions to help you protect your identity and your credit information at no cost to you. The steps to follow are:

1. Enroll in Equifax Credit Watch™ Gold with 3-in-1 Monitoring identity theft protection product. This product is being provided to you at no cost for one year.
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**

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

Equifax Credit Watch provides you with the following benefits:

- o Comprehensive credit file monitoring of your Equifax, Experian, and TransUnion credit reports with daily notification of key changes to your credit files from any of the three agencies
- o Wireless alerts and customizable alerts available
- o One 3-in-1 Credit Report and access to your Equifax Credit Report™
- o \$20,000 in identity theft insurance with \$0 deductible, at no additional cost to you †
- o 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

**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 numbers, 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: 401307645 in the "Enter Promotion Code" box. (no spaces) 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 and other product features.

To sign up for U.S. Mail delivery of the product, 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).
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 U.S. 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).

#### Directions for placing a Fraud Alert

A fraud alert is a consumer statement added to your credit report. This statement 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 credit file, visit [www.fraudalerts.equifax.com](http://www.fraudalerts.equifax.com) or you may contact the 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.

† 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.

This product is not intended for minors (under 18 years of age). Equifax's credit monitoring products are protected by US Patent 7,028,052.

## Frequently Asked Questions

### Q1. What happened?

Employee equity awards (e.g. stock options, RSU, SARs) data had been transferred to a new supplier that will now administrate the process. A third supplier, Stock & Option Solutions (SOS), had been hired by Agilent to audit this process to ensure it had been completed accurately. An SOS employee had Agilent employee data on their company laptop, and that laptop was stolen along with other personal items. The supplier has indicated that the Agilent data on this particular laptop was not encrypted nor protected by any acceptable means.

### Q2. What type of personal employee data was on the laptop?

According to information provided by SOS, the laptop contained the following personal information:

- All regions: Employee ID, employee name, home address, historical information on equity awards transactions
- For U.S. residents: Social Security Numbers
- For Europe, A/P and the rest of the Americas: No other personal individual data other than categories mentioned above (e.g., no National ID)

### Q3. Who was affected?

Current and former Agilent employees worldwide who currently hold or have exercised stock options or restricted stock units – dating back to 1999.

### Q4. What is Agilent doing about this?

Agilent will send an e-mail to current employees who have been directly affected by this incident, and a letter to former employees who are affected. The message will contain detailed information about the situation and what to do if anyone believes his or her personal data has been misused. Employees in the U.S. who have been affected will be offered free credit monitoring through Equifax to monitor for identity theft.

### Q5. Did the laptop theft impact the transfer of assets to Agilent's new supplier?

No, the transfer was completed safely. This theft occurred after the transfer.

### Q6. Will the transfer of Employee Stock Purchase Plan (ESPP) shares to Agilent's new supplier be affected by this incident?

No.

### Q7. Was my pin/login among the data on the laptop?

No.

### Q8. Could someone who has the information on this laptop use it to take money from my account or sell my stock?

No, there was no pin/login information on the database, which would make it virtually impossible for someone unauthorized to access the account.

### Q9. Was any information about my beneficiaries on the laptop?

No.

### Q10. Why was sensitive information like this on a laptop of this supplier's employee?

SOS had to compare the employee information on the old supplier's database with what had been transferred to Agilent's new supplier to make sure the transfer was complete. It should not have been on an un-encrypted laptop. The supplier had signed an Agilent agreement that personal data would be protected.

**Q11. How do I enroll in the credit monitoring service for U.S. employees?**

You will receive instructions in an e-mail from Agilent for enrolling in the credit monitoring service. If you don't receive the information, please contact the Americas HR representative listed at 1-408-553-7672 or e-mail to [americas-hr\\_agilent@agilent.com](mailto:americas-hr_agilent@agilent.com).

**Q12. Why are you only offering credit monitoring for only one year?**

Based on a breach of this type, we believe that one year of credit monitoring is appropriate.

**Q13. Why are you offering credit monitoring to employees in the U.S. only?**

The U.S. employee information on the stolen laptop included Social Security Numbers. Data for employees outside the U.S. did not include similar numbers such as local or personal identification numbers.

**Q14. I'm having trouble signing up for the Equifax Credit Monitoring. What should I do?**

Please contact Equifax directly for any problems 1-866-252-4576.

**Q15. I already have Equifax Credit monitoring and the Equifax system won't allow me to sign up again. How can I sign up for the new program?**

Please send your name and e-mail address (the one that you currently have registered with Equifax) to [americas-hr\\_agilent@agilent.com](mailto:americas-hr_agilent@agilent.com) or call 1-408-553-7672. Your current subscription will be extended one year.

**Q16. Are there any steps I should take to protect myself from identity theft and to protect my accounts?**

It is always a good practice to regularly review activity in your accounts and to obtain your credit report from one or more of the national credit reporting companies. While there is no indication that the data on the laptop has been misused, it is prudent to know about identity theft and what you can do to protect yourself.

Here are some options:

- You should consider checking your credit reports and review your account statements periodically. This can help you spot problems and address them quickly.
- In addition, in the U.S. under federal law you are entitled to a free copy of your credit report, at your request, from each of the major nationwide credit reporting companies once every 12 months. Details of how to order your free annual credit report from one or all of the national credit reporting companies are available in the letter Agilent sent you.

**Q17. What is Agilent doing to prevent this type of incident from happening again with outside suppliers?**

Agilent requires all suppliers with access to sensitive employee data to sign a Personal Data Confidentiality Agreement (PDCA) with specific requirements for handling the information. In this case, unfortunately, the supplier was clearly in violation of our PDCA.



**Agilent Technologies**

Agilent Technologies, Inc.  
5301 Stevens Creek Boulevard  
PO Box 80058, MS 1B-CG  
Santa Clara, CA 95052-8058

PRESENTED  
FIRST CLASS  
U.S. POSTAGE  
PAID  
PERMIT NO. 894  
SYRACUSE NY

**RE: Lost Laptop Computer**

Dear Agilent Colleague,

Following our e-mail message dated March 10, 2008, attached to the present letter, this communication is being sent to you with some additional information and guidance.

As a reminder, to further safeguard yourself against identity theft or other unauthorized use of personal information, you can take some simple steps. First, we recommend that you remain vigilant over the next 12 months and review your credit card bills and credit report for unauthorized activity. You should report any suspected identity theft or fraud to your local law enforcement agency, the U.S. Federal Trade Commission, your financial institutions, credit card issuers, and one of the three national consumer reporting agencies listed below. You also have the right to obtain a copy of a police report if you are the victim of identity theft.

Finally, as a Massachusetts resident, you have a right to place a security freeze on your consumer report. 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 a security freeze be placed on your consumer report by sending a request to a consumer reporting agency by certified mail, overnight mail, or regular stamped mail to the address below. The following information should be included when requesting a security freeze (please note that if you are requesting a credit report for your spouse, this information should be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth (month, day and year); (4) current address for the past two years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicle. The request should also include a copy of a government-issued identification card (such as a driver's license or military ID card) and a copy of a recent utility bill or bank or insurance statement. Each copy should 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. The fee may be waived if you or your spouse are a victim of identity theft and you submit to the consumer reporting agency a valid police report relating to the identity theft.

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

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

**TransUnion**  
Fraud Victim Assistance  
Department  
P.O. Box 6790  
Fullerton, California 92834-6798  
[www.transunion.com](http://www.transunion.com)

The access to Equifax Credit Watch™ Gold that we are offering will provide you with an initial copy of one 3-in-1 credit report free of charge. There are other ways to obtain your consumer credit report without charge. Under federal law, you are entitled to one free copy of your consumer credit report from each of the three national consumer reporting agencies. You may request your free annual consumer credit report by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com) or by calling 1-877-FACTACT (1-877-322-8228). You may want to obtain copies of your consumer credit report to ensure the accuracy of the report information.

To learn more and to report incidents of identity theft, you can go to [www.ftc.gov/credit](http://www.ftc.gov/credit), or [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft), or call 1-877-IDTHEFT (1-877-438-4338).

Again, we apologize for any inconvenience this incident may cause you.

Sincerely,

Jean Halloran, Senior Vice President, Human Resources

James J. Allen, CIPP, Chief Privacy Officer