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Engineering, Operation &  
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The Boeing Company  
P.O. Box 3707 MC 6R7-01  
Seattle, WA 98124-2207

July 1, 2009

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

**RE: Notification of Security Breach**

Dear Attorney General Coakley:

I am writing on behalf of the Boeing Stores, Inc. to inform you of a recent security breach incident involving compromise of a third-party vendor's web-based systems that hosted the boeingstore.com web site. This breach may have resulted in the unauthorized access of credit card information of 49 residents of your state. The Boeing Stores is a wholly owned subsidiary of the Boeing Company which sells to the public Boeing-related memorabilia, e.g., shirts, jackets, models, etc., both on-line and through its outlet stores.

In early June, Boeing Stores discovered that name and credit card information was potentially accessed from the third-party vendor for online purchases made between the end of December 2008 to early June 2009. The boeingstore.com web site was shut down and has been moved to a new vendor at a new server location. We have notified law enforcement and are continuing to investigate this incident. We have informed the payment card networks and will inform the credit reporting agencies so that they may take appropriate action. We have provided similar notification to the Director of Consumer Affairs and Business Regulation.

Enclosed please find a copy of the notification that will be sent to the affected individuals by July 10, 2009.

Please contact me at the above address with any questions or concerns regarding this incident or at [steven.w.horton@boeing.com](mailto:steven.w.horton@boeing.com), or 206-544-6077.

Sincerely,



Steven W. Horton  
Vice President & Assistant General Counsel

Enclosure



**Boeing Stores Inc.**  
P.O. Box 3707 MC 13-64  
Seattle, WA 98124-2207

This letter is in reference to your credit card ending in:

On behalf of Boeing Stores Inc., I am writing to let you know of a security incident involving a third-party vendor's systems that hosted the boeingstore.com Web site. Due to this incident, we have reason to believe that your name and credit card information may have been accessed without authorization between December 2008 and early June. Boeing Stores Inc. apologizes for the inconvenience and frustration this may cause you.

Please note that the incident was limited solely to the third-party vendor's systems supporting the online store. The incident did not involve our physical stores or phone orders. We also note that The Boeing Company's corporate systems were not involved or accessed in any way.

**What We Are Doing**

We have taken several steps to protect customer information since the discovery of this incident. The boeingstore.com Web site was shut down and has been moved to a new server and a new hosting service. We have notified law enforcement, and we are continuing to investigate this incident. We have also informed the payment card networks and credit reporting agencies so that they may take appropriate action.

**Actions We Recommend You Take**

To date, we have not received any reports of actual misuse of any credit cards as a result of this incident. However, we recommend you review your account statements and contact your credit card issuer to let them know your card may have been compromised so that they may take appropriate action.

We also recommend you contact one of the credit reporting agencies to alert them of this incident and place a fraud alert on your credit report. If you contact one of the agencies, the two others are automatically notified.

Equifax: 1-800-525-6285; [www.equifax.com](http://www.equifax.com); P.O. Box 740241, Atlanta, GA 30374-0241

Experian: 1-888-EXPERIAN (397-3742); [www.experian.com](http://www.experian.com); P.O. Box 9532, Allen, TX 75013

TransUnion: 1-800-680-7289; [www.transunion.com](http://www.transunion.com); Fraud Victim Assistance Division, P.O. Box 6790, Fullerton, CA 92834-6790

Legally, we are not authorized to initiate a credit alert for you. The initial alert will remain on your credit report for 90 days and will let creditors know to contact you before opening any new accounts in your name.

A fraud alert on your credit report does not affect your ability to get a loan or credit. Instead, it alerts a business that your personal information may have been compromised and requires them to verify your identity before issuing you credit. As part of this verification process, the business may try to contact you

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directly. While this may cause some short delay if you are the one applying for the credit, it ensures that someone cannot fraudulently obtain credit in your name. As part of the fraud alert, you will receive a free credit report. Please review the report carefully. If you see anything you do not recognize or understand, call the credit agency's number listed on the report. Examples of suspicious activity include accounts you did not open, inquiries from creditors you did not initiate or an inaccurate home address or Social Security Number. Should you have questions about the fraud alert or need help reading your credit report, contact information for the credit reporting agencies is included with this letter.

Massachusetts law also allows consumers to place a security freeze on their credit reports. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services.

If you have been a victim of identity theft and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift or remove a security freeze. In all other cases, a credit reporting agency may charge you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze.

To place a security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies: Equifax ([www.equifax.com](http://www.equifax.com)); Experian ([www.experian.com](http://www.experian.com)); and TransUnion ([www.transunion.com](http://www.transunion.com)) by regular, certified or overnight mail at the addresses below:

Equifax Security Freeze, P.O. Box 105788, Atlanta, GA 30348

Experian Security Freeze, P.O. Box 9554, Allen, TX 75013

TransUnion Security Freeze, Fraud Victim Assistance Department, P.O. Box 6790, Fullerton, CA 92834

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.)
2. Social Security Number
3. Date of birth
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years
5. Proof of current address such as a current utility bill or telephone bill
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.)
7. 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
8. If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.

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The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and Social Security Number) and the PIN number or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and Social Security Number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

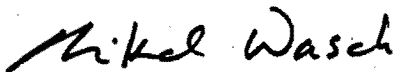
In addition, the Federal Trade Commission Web site at [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft) contains information and tips to help individuals guard against identity theft.

If you believe that you are the victim of identity theft resulting from this incident, you should immediately contact the police or the Massachusetts Attorney General's office and provide them a copy of this notice so that Boeing Stores Inc. can assist them with any investigation. Be sure to obtain a copy of the police report as you may need to give copies to creditors to clear up your records. Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

If you have questions or concerns about this incident, you may contact us via e-mail at [BSIPrivacy@PSS.boeing.com](mailto:BSIPrivacy@PSS.boeing.com), or you can call our help line at 866-473-2016. You may also contact us in writing at the above address.

Again, we deeply regret any inconvenience or concern this causes you.

Sincerely,



Mikal D. Wasch  
Senior Manager  
Boeing Stores Inc.