

June 23, 2009

Martha Coakley
Office of the Attorney General
One Ashburton Place
Boston, MA 02108-1698
617-727-2200

Dear Attorney General:

Pursuant to the Mass. Gen. Laws Ch. 93H, we are writing to notify you of a breach of security potentially impacting 106 Massachusetts residents. The purpose of this letter is to notify you of this event.

The Tyco Flow Control Americas office at Clay Road in Houston, Texas was broken into over the weekend of June 6 and 7, 2009. During that break-in, the perpetrators stole the Payroll Manager's laptop computer and gained access to locked rooms that contained payroll and HR documents of current and some former employees. Local law enforcement was contacted immediately after the Company learned of the incident.

We have no reason to believe that any records in the file rooms were compromised, nor do we believe that any sensitive employee electronic records were maintained on the laptop hard drives. In any event, the hard drives of all employee computers are password protected.

The number of potentially affected individuals residing in Massachusetts whose personal information may have been compromised by the incident is 106. These Massachusetts residents will shortly receive notice pursuant to the Notification Law via US Mail. Enclosed are copies of the notices being sent to potentially affected Massachusetts residents.

As noted above, the matter was turned over to Houston police immediately following the incident. So far as the company is aware, the police investigation is ongoing. We are cooperating fully with their efforts.

In the meantime, while we have no evidence that any personal information was compromised or misused in any manner, we are taking appropriate precautionary measures to help ensure the security of the financial information of both active and former employees and to assist in alleviating concerns they may have. In addition, Tyco is providing our active employees with access to highly experienced fraud and identity theft resolution experts, along with proactive resources and ongoing education — at no cost to our employees. These services will be provided by **Identity Theft 911**, a company that specializes in identity theft education and resolution. This resolution service will last for a full year.

Should you have any further questions, please do not hesitate to contact me at 713-986-8603.

**Sincerely,
Holly Kriendler
Director of Human Resources
Tyco Flow Control Americas**

SAMPLE LETTER TO AFFECTED MASSACHUSETTS RESIDENTS- Active

Date

Consumer Name

Address

City, MA

User Code:

Dear _____:

We are writing to notify you that a breach of security of the areas housing your personal information occurred over the weekend of June 6 – 7, 2009. Unfortunately, Massachusetts regulations prohibit us from disclosing information on the incident in this notification letter. However details are available through our service provider or through us as described below.

What are we doing to assist you?

We understand you may be concerned about this matter. While we have no indication that your personal information has been misused in any way, we are offering proactive fraud assistance services through our benefit program.

These services are offered through Identity Theft 911, a company that specializes in proactive fraud prevention and identity theft resolution. Your personal fraud specialist at Identity Theft 911 is prepared to help you understand your options and assist you with:

- obtaining and understanding your credit reports,
- requesting and placing fraud alerts,
- requesting and placing security freezes if warranted
- notifying and working with any appropriate agencies and businesses
- enrolling you in the optional Education and Alert service,
- answering any questions you may have.

And in the unlikely event that your information is abused, Identity Theft 911's resolution service includes a personal fraud specialist who will help to resolve any identity fraud issues, including working with relevant agencies, business and institutions for up to a full year.

To take advantage of these services, please call the Identity Theft 911 help line at **1-800-406-7194** and provide your fraud specialist with your unique identifying code located in the upper left hand corner of this letter. Should you choose NOT to utilize the services being provided by Identity Theft 911 the following outlines actions you can take on your own.

What steps can you take on your own should you not wish to use Identity Theft 911 services?

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.

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. *If you wish to place a security freeze on your credit report on your own*, you must send a written request to **each** of the three major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (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

Trans Union 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. 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.

If you should have any further questions, please contact Valerie Easley at (713)986-8611.

Sincerely,

Holly Kriendler
Director of HR, TFC Americas

SAMPLE LETTER TO AFFECTED MASSACHUSETTS RESIDENTS- former

Date

Consumer Name

Address

City, MA

User Code:

Dear _____:

We are writing to notify you that a breach of security of the areas housing your personal information occurred over the weekend of June 6 – 7, 2009. Unfortunately, Massachusetts regulations prohibit us from disclosing information on the incident in this notification letter. However details are available through our service provider or through us as described below.

What steps can you take to protect yourself and your information?

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.

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

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Director of HR, TFC Americas