



January 28, 2009

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

To Whom It May Concern:

We are writing to notify you of a recent incident involving release of personal information related to employees of Lear Sieglers Services, Inc.

Recently, a company laptop computer was stolen from one of our employees. The laptop contained employment-related information, including Social Security numbers, for a portion of our employee population. After review, we do not believe the theft involved intentional data theft. We have no indication the personal information on the stolen laptop has been used for any improper purpose. We are implementing remedial measures designed to avoid recurrence of this situation.

The number of employees affected is 958.

Notification letters have been sent to employees at their address of record. Attached for your information is a copy of the notification letter.

Please contact me at 301-944-3205 if you have any questions.

Sincerely,

Stuart Young  
Vice President, Legal Services

Lear Sieglers Services, Inc.  
20501 Seneca Meadows Parkway  
Suite 300  
Germantown, MD 20876  
Tel: 301.944.3100  
Fax: 301.972.4933



## EG&G Division

Secure Processing Center | 600 Satellite Blvd | Suwanee, GA 30024

<FirstName> <MiddleInitial> <LastName> <Suffix>  
<Address> (Line 1)  
<Address> (Line 2)  
<City> <State> <Zip>  
<POSTNET BARCODE>

# ID TheftSmart™

<FirstName> <MiddleInitial> <LastName> <Suffix>  
Membership Number: <Membership Number>

Member Services: 1-800-XXX-XXXX

8:00 a.m. to 5:00 p.m. (Central Time), Monday through Friday  
If you have questions or feel you may have an identity theft issue,  
please call ID TheftSmart member services.

Dear <FirstName> <MiddleInitial> <LastName> <Suffix>,

We are writing to inform you on November 26, 2008, an EG&G laptop computer was stolen from the possession of one of our employees. Specifically, the laptop contained personally identifiable information including your name, Social Security number, and address. The laptop, while not encrypted, was password protected using strong passwords.

We have taken the last several weeks to investigate the incident, determine the nature of the information on the stolen laptop and to retain identity theft safeguards for you. Upon discovery, the theft was immediately reported to the local police. Unfortunately, the laptop has not been recovered. Although we do not have any evidence your personal information has been misused, we want to assure you we have taken this loss of information seriously and have taken steps to help safeguard against any damage resulting from this incident.

Because protecting your personal information is important to us, we have engaged Kroll Inc., a New York-based risk consulting firm and global leader in data security, to provide you access, for one year at no cost, to its ID TheftSmart™ service. This service includes a current Credit Report, Continuous Credit Monitoring program. ID TheftSmart is one of the most comprehensive programs available to help protect your name and credit against identity theft. Kroll also provides other services to include Enhanced Identity Theft Restoration.

If you have questions or feel you may have an identity theft issue, please call ID TheftSmart member services at 1-800-XXX-XXXX between 8 a.m. and 5 p.m. Central Time, Monday through Friday. This line is staffed by professionally trained representatives of Kroll.

To take advantage of the credit monitoring services, please fill out and return the enclosed *Consumer Credit Report and Credit Monitoring Authorization Form* to receive monitoring alerts through the mail. As you will see on the form, the authorization requires you provide certain personal information, including your Social Security number to Kroll. The choice to enroll is entirely yours; however, credit monitoring cannot be provided without your authorization. To receive monitoring alerts through email, submit an online authorization at [www.idintegrity.com](http://www.idintegrity.com).

It is important you remain vigilant for possible incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity. Report any suspected identity theft to Kroll and to law enforcement, as well as the Federal Trade Commission. For more information and useful tips, please refer to the insert included in this packet.

At EG&G, we take data security and privacy very seriously and EG&G is currently in the process of increasing security through the use of data encryption solutions and improved processes for data protection. We regret this incident and apologize for any inconvenience.

Sincerely,

Bob Rudisin  
VP, Human Resources



09-32

March 31, 2009

The Commonwealth of Massachusetts  
Office of the Attorney General  
Attn: Consumer Protection Division (Shannon Choy-Seymour)  
One Ashburton Place  
Boston, MA 02108

Dear Ms. Choy-Seymour:

This responds to your February 2, 2009 letter. As noted in our January 28, 2009, letter, we notified your office of an incident involving the release of personal information related to employees of Lear Siegler Services, Inc. (LSI). Specifically, a company laptop computer containing employment-related information, including Social Security numbers, for part of our employee population, was stolen from one of our employees.

This letter constitutes notice to the attorney general pursuant to M.G.L., Chapter 93H, Section 3. After review of the circumstances surrounding the theft, we have no indication the personal information on the stolen laptop has been used for any improper purpose nor do we believe that this incident involved intentional data theft.

The number of LSI employees affected who are residents of the Commonwealth of Massachusetts is six (6).

We have implemented remedial measures to avoid recurrence of this or similar situations, including training of employees who carry laptops with sensitive information, and review and revision of policies relating to the storage of personally identifiable information on lap top computers.

In accordance with M.G.L. Chapter 93H, Section 3, we are sending notification letters to the affected employees at their address of record. Attached for your information is a copy of the notification letter.

Please contact me at 301-944-3205 if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read 'Stuart Young', is written over the typed name.

Stuart Young  
Vice President, Legal Services

Lear Siegler Services, Inc.  
20501 Seneca Meadows Parkway  
Suite 300  
Germantown, MD 20876  
Tel: 301.944.3100  
Fax: 301.972.4933



EG&G Division

Dear -----:

We are writing to provide you with updated information concerning your rights in connection with an incident described in prior correspondence. This incident involved a potential compromise to your personally identifiable information including your name, Social Security number, and address. After the incident we took steps to investigate the incident, determine the nature of the data breach, and to retain identity theft safeguards for you. Upon discovery, the theft was immediately reported to the local police. Although we do not have any evidence your personal information has been misused, we want assure you we have taken this loss of information seriously and have taken steps to help safeguard against any damage resulting from this incident.

You are hereby notified that you have a right to request, at no charge to you, a copy of the police report related to the breach of your personal information. Moreover, you are entitled to request a security freeze by contacting the appropriate credit reporting agencies, as described in the attached sheet, *What You Should Do To Protect Your Personal Information*.

To further assist you with this process, we have engaged Kroll, Inc., a New York based risk consulting firm and global leader in data security, to provide you access, for one year at no cost, to its ID TheftSmart™ service. This service includes a current Credit Report, Continuous Credit Monitoring program. ID TheftSmart is one the most comprehensive programs available to help protect your name and credit against identity theft. Kroll also provides other services to include Enhanced Identity Theft Restoration.

If you have questions or feel you may have an identity theft issue, please call ID Theft Smart member services at 1-800-588-9839 between 8 a.m. and 5p.m. Central Time, Monday through Friday. This line is staffed by professionally trained representatives of Kroll.

To take advantage of the credit monitoring services, please fill out and return the enclosed *Consumer Credit Report and Credit Monitoring Authorization Form* to receive monitoring alerts through the mail. As you will see on the form, the authorization requires your provide certain personal information, including your Social Security number to Kroll. The choice to enroll is entirely yours; however, credit monitoring cannot be provided without your authorization. To receive monitoring alerts through email, submit an online authorization at [www.idintegrity.com](http://www.idintegrity.com)

It is important you remain vigilant for possible incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity. Report any suspected identity theft to Kroll and to law enforcement, as well as the Federal Trade Commission. For more information and useful tips, please refer to the insert included in this packet.

URS Corporation, EG&G Division  
20501 Seneca Meadows Parkway  
Suite 300  
Germantown, MD 20876  
Tel: 301.944.3100  
Fax: 301.944.3060



EG&G Division

At EG&G, we take data security and privacy very seriously and EG&G is currently in the process of increasing security through the use of data encryption solutions and improved processes for data protection. We regret this incident and apologize for any inconvenience.

Sincerely,

Bob Rudisin  
VP, Human Resources

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Fax: 301.944.3060

## **What You Should Do to Protect Your Personal Information**

We recommend you remain vigilant and consider taking one or more of the following steps to protect your personal information:

1. Contacting the nationwide credit-reporting agencies as soon as possible to:
  - Add a security alert statement to your credit file at all three national credit-reporting agencies: Equifax, Experian, and TransUnion. You only need to contact one of the three agencies listed below; your request will be shared with the other two agencies. This security alert will remain on your credit file for 90 days.
  - Remove your name from mailing lists of pre-approved offers of credit for approximately six months.
  - Receive a free copy of your credit report by going to [www.annualcreditreport.com](http://www.annualcreditreport.com).

Equifax  
P.O. Box 740256  
Atlanta, GA  
(800) 525-6285  
[www.equifax.com](http://www.equifax.com)

Experian  
P.O. Box 9554  
Allen, TX 75013  
(888) 397-3742  
[www.experian.com/consumer](http://www.experian.com/consumer)

TransUnion  
P.O. Box 2000  
Chester, PA 19022  
(800) 888-4213  
[www.transunion.com](http://www.transunion.com)

2. If you aren't already doing so, please pay close attention to all bills and credit-card charges you receive for items you did not contract for or purchase. Review all of your bank account statements frequently for checks, purchases or deductions not made by you. Note that even if you do not find suspicious activity initially, you should continue to check this information periodically since identity thieves sometimes hold on to stolen personal information before using it.
3. The Federal Trade Commission ("FTC") offers consumer assistance and educational materials relating to identity theft and privacy issues. The FTC can be contacted either by visiting [www.ftc.gov](http://www.ftc.gov), [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft), or by calling (877) 438-4338. If you suspect or know that you are the victim of identity theft, you should contact local police and you also can report this to the Fraud Department of the FTC, who will collect all information and make it available to law-enforcement agencies. Contact information for the FTC is:

Federal Trade Commission  
Consumer Response Center  
600 Pennsylvania Avenue  
NW Washington, DC 20580

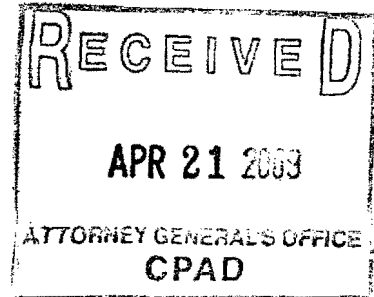
4. *For Maryland Residents:* The contact information for the State's Attorney General is

Honorable Douglas F. Gansler  
Office of the Attorney General  
200 St. Paul Place  
Baltimore, MD 21202

Website: <http://www.oag.state.md.us/>  
Telephone number: (888) 743-0023  
(toll-free in Maryland)

April 16, 2009

Shannon Choy-Seymour  
Assistant Attorney General  
Consumer Protection Division  
Massachusetts Office of the Attorney General  
One Ashburton Place  
Boston, MA 02108



Subject: Security breach letter issued by Lear Siegler Services, Inc.

Dear Ms. Choy-Seymour:

Reference is made to your letter to me dated April 2, 2009, and our exchange of voice mails thereafter.

It is certainly my intent to fully comply with Massachusetts law concerning the required form and content of data breach notices. I have taken your suggestion and Lear Siegler is issuing additional notices based on the format shown on the Massachusetts Attorney General web site.

I am attaching a copy of the notice that we are sending to all Massachusetts residents affected by the breach. I trust that you will find this notice compliant with the requirements of M.G.L. c 93H.

Can you confirm that you find this format adequate and that Lear Siegler Services will now be found compliant with the above requirement, and removed from any list of non-compliant companies? You can call me at (301) 944-3205 or respond by e-mail to [syoung@egginc.com](mailto:syoung@egginc.com).

Thank you very much for your efforts in this matter and please call me if there are any additional steps that need to be taken for Lear Siegler Services, Inc. to be considered compliant with Massachusetts law relating to this issue.

Sincerely,

Stuart Young  
Vice President and General Counsel  
Lear Siegler Services, Inc.



EG&G Division

Date  
Consumer Name  
Address  
City, MA

Dear \_\_\_\_\_:

We are writing to notify you that an incident involving a breach of security and potential unauthorized acquisition or use of your personal information occurring on November 26, 2008.

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.

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

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

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Fax: 301.972.6935



EG&G Division

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 me as indicated below.

Sincerely,

Stuart Young  
Vice President and General Counsel  
Lear Siegler Services, Inc.

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