

March 24, 2009

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

Dear Attorney General Coakley:

I am writing to inform you that Symantec is investigating a potential security incident involving a small number of customers' credit card information.

Symantec is a software company that provides security, storage and systems management solutions. A media outlet in the United Kingdom ("UK") has run a story alleging that, in early March of this year, they purchased three UK residents' credit card numbers from a call center that handles some of our customer transactions. Upon notification, Symantec immediately launched an investigation into the matter, and is working with our call center vendor and law enforcement authorities to determine the facts behind the media claim. The call center agent that we believe is involved had contact with some United States residents.

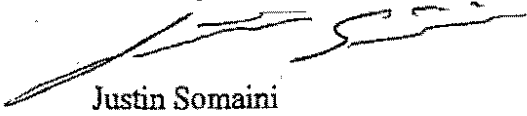
Symantec takes such matters very seriously. We do not believe that a "breach of security," as defined in Mass. Gen. Laws c. 93A § 3(a), has occurred for which notice is required; nevertheless, on or about March 25, 2009 we intend to send written notification to three (3) residents of Massachusetts who potentially may be affected by this incident out of an abundance of caution. A copy of the template notice letter that we sent to customers is enclosed.

We have no evidence that the credit card information of any United States resident was actually compromised. As a precaution to help customers detect any possible misuse of personal information, we are providing one year of identity protection services through Debix, Inc. Additionally, we are informing the customers at issue that they should report suspected incidents of identity theft to the U.S. Federal Trade Commission and local law enforcement. We are explaining to them how to place a fraud alert and/or security freeze on their credit file, and are providing the contact information for the national credit reporting agencies.

Protecting personal information is very important to Symantec. We are reviewing our security processes and third party vendor protocols and evaluating additional safeguards to the extent they are warranted.

If you have any questions, please contact me directly at (650) 527-7448.

Sincerely,



Justin Somaini  
VP, Chief Info Security Officer

cc: Office of Consumer Affairs and  
Business Regulation  
Attn: Director  
Ten Park Plaza, Suite 5170  
Boston, MA 02116

Debit Activation Code: «ActivationCode»

<Name>  
<Address Line 1>  
<Address Line 2>  
<City, STATE>

<Date>

Dear <NAME>,

We recently became aware of a potential security incident involving a small number of United Kingdom customers' credit card information. We have no evidence that your credit card information was compromised, but out of an abundance of caution we are notifying you of this incident.

Symantec is a software company that provides security, storage and systems management solutions. The company has launched an investigation into the matter, which occurred in early March of this year, and is working with law enforcement authorities. You may wish to file a police report and place a security freeze on your credit report as described below.

1. *Police Report.*

You have the right to obtain any police report filed in regard to this incident and to file your own police report if you have been the victim of identity theft.

2. *Security Freeze.*

Massachusetts law permits you to place a security freeze on your credit reports. A security freeze prohibits, with certain exceptions, a consumer reporting agency from releasing any information from a consumer's credit report without written authorization from the consumer. If a security freeze is in place, it means that your credit file may not be shared with potential creditors. While a security freeze can help prevent new account identity theft, it is important to note that it may also delay or prevent timely approval of any request you make for personal loans, mortgages or other services.

You may place a security freeze on your credit report by sending a request in writing, by mail to all three major consumer reporting agencies at the following addresses:

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 92384-6790

Each consumer reporting agency may charge a \$5 fee to place, temporarily lift or remove a security freeze, unless you have been a victim of identity theft and you provide a copy of a valid police or investigative report concerning the identity theft to each consumer reporting agency.

In your written request for a security freeze, you must provide the following information to the consumer reporting agencies: (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 years, supply the address where you have lived over the prior five years; (5) Proof of current address; (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; and (8) If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, Master Card, American Express, or Discover cards only).

The consumer reporting agencies must place the security freeze on your credit report within three (3) business days from receiving your letter. Each consumer reporting agency must also send you a confirmation letter containing a unique personal identification number (PIN) or password within five (5) business days.

You may request a temporary lift of the security freeze for a specified period of time or to allow a specific creditor to access your credit report by sending a written request to the consumer reporting agencies by mail that includes proper identification (e.g., name, address, social security number, date of birth), the PIN number or password provided to you when you placed the security freeze, as well as information as to whom or during what time period you want your credit report to be accessible. Similarly, you may remove the security freeze entirely by sending a written request to the consumer reporting agencies by mail that includes proper identification and the PIN number or password provided to you. For both a temporary lift and removal of the security freeze, the consumer reporting agencies have three (3) business days to implement your request.

We take our obligation to safeguard personal information very seriously. As a precaution to help you detect any possible misuse of your personal information, we are offering you one year of identity protection services through Debix, Inc. at no charge to you. The activation code required to use this service is listed at the top of this page and the instructions for registering for the service are enclosed. We encourage you to regularly review and monitor your account statements and credit reports. The attached Reference Guide provides further details about steps you may wish to take to monitor and protect your credit.

In addition, we have established a dedicated telephone number that you can call if you have any questions. The number – 541-335-7080 – is open Monday through Friday from 8:30 a.m. – 4:30 p.m. PDT.

Symantec is committed to protecting the privacy and security of our customers' information. We are reviewing our security processes and third party vendor protocols and evaluating additional

safeguards to the extent that they are warranted. We hope this information is useful to you. We regret any inconvenience or concern caused by this situation.

Sincerely,

Justin Somaini  
Vice President & Chief Information Security Officer

**Instructions for Registering for Debix, Inc.**

**Debix Activation Code: «ActivationCode»**

**User: «FirstName» «LastName»**

Symantec has researched available options, and has selected Debix to provide you with Identity Protection Network service at no cost to you for one year. If you are interested in this service, please enroll online via the following URL: [www.debix.com/safe](http://www.debix.com/safe). You will need to go to the aforementioned web site and enter the Activation Code at the top of this letter. Once there, click on "Sign up now" and follow the web site's instructions.

Attached is a one page description of the Debix product. You will need access to the Internet, an e-mail address, and a phone to set up your Debix account.

- If you do not have Internet access, you may complete the enclosed mail-in registration form and mail it into Debix.

Once your account is set up, all you will need to be able to use Debix is a telephone, preferably a cell phone. If you do not have a telephone, you will not be able to use Debix. We've chosen Debix since unlike traditional credit monitoring services which only notify you when credit has already been opened in your name, Debix will call you when a creditor is trying to open a new account. Using your phone, you can stop new accounts not initiated by you. Debix is preventative, instead of simply reactive.

Debix will identify new attempts to obtain credit in your name from the date that you set up your account. Debix will not identify any credit accounts that have already been set up in your name.

If you have any difficulties opening new accounts, feel free to contact Debix Customer Support. Their normal hours of operation for phone support are Monday - Friday, 9am - 5pm Central, at 888-DEBIXME (1-888-332-4963).

Debit Activation Code: «ActivationCode»

<Name>  
<Address Line 1>  
<Address Line 2>  
<City, STATE>

<Date>

Dear <NAME>,

We recently became aware of a potential security incident involving a small number of United Kingdom customers' credit card information. We have no evidence that your credit card information was compromised, but out of an abundance of caution we are notifying you of this incident.

Symantec is a software company that provides security, storage and systems management solutions. The company has launched an investigation into the matter, which occurred in early March of this year, and is working with law enforcement authorities. You may wish to file a police report and place a security freeze on your credit report as described below.

1. *Police Report.*

You have the right to obtain any police report filed in regard to this incident and to file your own police report if you have been the victim of identity theft.

2. *Security Freeze.*

Massachusetts law permits you to place a security freeze on your credit reports. A security freeze prohibits, with certain exceptions, a consumer reporting agency from releasing any information from a consumer's credit report without written authorization from the consumer. If a security freeze is in place, it means that your credit file may not be shared with potential creditors. While a security freeze can help prevent new account identity theft, it is important to note that it may also delay or prevent timely approval of any request you make for personal loans, mortgages or other services.

You may place a security freeze on your credit report by sending a request in writing, by mail to all three major consumer reporting agencies at the following addresses:

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 92384-6790

Each consumer reporting agency may charge a \$5 fee to place, temporarily lift or remove a security freeze, unless you have been a victim of identity theft and you provide a copy of a valid police or investigative report concerning the identity theft to each consumer reporting agency.

In your written request for a security freeze, you must provide the following information to the consumer reporting agencies: (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 years, supply the address where you have lived over the prior five years; (5) Proof of current address; (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; and (8) If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, Master Card, American Express, or Discover cards only).

The consumer reporting agencies must place the security freeze on your credit report within three (3) business days from receiving your letter. Each consumer reporting agency must also send you a confirmation letter containing a unique personal identification number (PIN) or password within five (5) business days.

You may request a temporary lift of the security freeze for a specified period of time or to allow a specific creditor to access your credit report by sending a written request to the consumer reporting agencies by mail that includes proper identification (e.g., name, address, social security number, date of birth), the PIN number or password provided to you when you placed the security freeze, as well as information as to whom or during what time period you want your credit report to be accessible. Similarly, you may remove the security freeze entirely by sending a written request to the consumer reporting agencies by mail that includes proper identification and the PIN number or password provided to you. For both a temporary lift and removal of the security freeze, the consumer reporting agencies have three (3) business days to implement your request.

We take our obligation to safeguard personal information very seriously. As a precaution to help you detect any possible misuse of your personal information, we are offering you one year of identity protection services through Debix, Inc. at no charge to you. The activation code required to use this service is listed at the top of this page and the instructions for registering for the service are enclosed. We encourage you to regularly review and monitor your account statements and credit reports. The attached Reference Guide provides further details about steps you may wish to take to monitor and protect your credit.

In addition, we have established a dedicated telephone number that you can call if you have any questions. The number – 541-335-7080 – is open Monday through Friday from 8:30 a.m. – 4:30 p.m. PDT.

Symantec is committed to protecting the privacy and security of our customers' information. We are reviewing our security processes and third party vendor protocols and evaluating additional

---

safeguards to the extent that they are warranted. We hope this information is useful to you. We regret any inconvenience or concern caused by this situation.

Sincerely,

Justin Somaini  
Vice President & Chief Information Security Officer

## **Instructions for Registering for Debix, Inc.**

**Debix Activation Code: «ActivationCode»**

**User: «FirstName» «LastName»**

Symantec has researched available options, and has selected Debix to provide you with Identity Protection Network service at no cost to you for one year. If you are interested in this service, please enroll online via the following URL: [www.debix.com/safe](http://www.debix.com/safe). You will need to go to the aforementioned web site and enter the Activation Code at the top of this letter. Once there, click on "Sign up now" and follow the web site's instructions.

Attached is a one page description of the Debix product. You will need access to the Internet, an e-mail address, and a phone to set up your Debix account.

- If you do not have Internet access, you may complete the enclosed mail-in registration form and mail it into Debix.

Once your account is set up, all you will need to be able to use Debix is a telephone, preferably a cell phone. If you do not have a telephone, you will not be able to use Debix. We've chosen Debix since unlike traditional credit monitoring services which only notify you when credit has already been opened in your name, Debix will call you when a creditor is trying to open a new account. Using your phone, you can stop new accounts not initiated by you. Debix is preventative, instead of simply reactive.

Debix will identify new attempts to obtain credit in your name from the date that you set up your account. Debix will not identify any credit accounts that have already been set up in your name.

If you have any difficulties opening new accounts, feel free to contact Debix Customer Support. Their normal hours of operation for phone support are Monday - Friday, 9am - 5pm Central, at 888-DEBIXME (1-888-332-4963).