



Alcoa Corporate Center  
201 Isabella Street  
at 7th Street Bridge  
Pittsburgh, PA 15212-5858 USA  
Tel: 1 412 553 4298  
Fax: 1 412 553 4350

June 28, 2010

The Honorable Janet T. Mills  
6 State House Station  
Augusta, ME 04333  
Fax: (207) 287-3145

CONSUMER PROTECTION DIVISION  
**RECEIVED**  
JUL 1 2010

OFFICE OF ATTORNEY GENERAL

Dear Madame Attorney General,

We are writing to inform you about a security incident we have discovered that may impact the personal information of residents of your state or jurisdiction.

On or about May 7, 2010, Alcoa learned that an electronic file containing information on former and current Alcoa expatriates, and others who were provided assistance by the Alcoa's Global Mobility Group (GMG), was accessible as a "public folder" throughout Alcoa (not available externally, but only available internally). This folder was supposed to be limited to a few employees within the GMG who needed it to carry out their administrative functions. However, the file was inadvertently designated a public folder. Most of the information contained in the folder came from the "Global Expatriate Initiation Form" that included the following types of information: name, address, date of birth, family members' names and dates of birth, compensation, and social security number. If the individual provided additional information, such as medical data, the file would contain that as well.

While we have no reason to believe that this information has been viewed by anyone, we are notifying everyone whose information was contained in the folder to allow them to take any action they deem necessary to protect themselves.

Alcoa has investigated the issue, removed the public folder from our system, and changed the operating procedures to ensure that this does not happen again.

Alcoa is currently working to secure credit monitoring services for the affected individuals. The affected individuals residing in your state or jurisdiction will be sent the notification letter provided herein along with the enclosed attachment outlining information mandated by their state law, and then a follow up letter with information about how to sign up for the selected credit monitoring services, if these services are available for the affected individual. The initial notification letters will be sent beginning the week of June 28th. We will provide you with a copy of the follow up letter when it is sent. Our current estimate is that the information of approximately 2 individuals in your state or jurisdiction was included in the electronic file.

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We take very seriously our responsibility to protect the privacy of all employee information and we are working diligently to ensure that all of those employees are adequately protected, including the employees who reside in your state or jurisdiction.

Please let us know if you have any additional questions or need any further information. You can reach me at [dale.perdue@alcoa.com](mailto:dale.perdue@alcoa.com) or 212-836-2645.

Sincerely,

A handwritten signature in cursive script that reads "Dale C. Perdue".

Dale C. Perdue  
Assistant General Counsel

Attachments



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Tel: 1 412 553 4298  
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June 28, 2010

<Month Year>

<Party First Name> < Party Last Name>

<Address 1>

<Address 2>

<Address 3>

<City Name>, <State> <Zip Code>

Dear <First Name> <Last Name>:

We are writing to inform you about a recent incident involving an electronic folder that was set up regarding our employees who were provided assistance by the Alcoa Global Mobility Group (GMG) that may have contained personal information about you.

On or about May 7, 2010, Alcoa learned that a file containing information on former and current Alcoa expatriates, and others who were provided assistance by the GMG, was accessible as a "public folder" throughout Alcoa (not available externally, but only available internally). This folder was supposed to be limited to a few employees within the GMG who needed it to carry out their administrative functions. However, the file was inadvertently designated a public folder. Most of the information contained in the folder came from the "Global Expatriate Initiation Form." If you provided this form to the GMG it would have included the following types of information: your name, address, date of birth, family members' names and dates of birth, compensation and US social security number if you have one. If you provided other information to the GMG, such as your national identifier or medical data, the file would contain that information as well.

While we have no reason to believe that this information has been viewed by anyone, we are notifying everyone whose information was contained in the folder to allow you to take any action you deem necessary to protect yourself.

We take our responsibility to protect the personal data we hold about our employees seriously. We sincerely apologize for this situation. Please be assured that we have investigated the issue, removed the public folder from our system, and changed the operating procedures to ensure that this does not happen again.

Alcoa is in the process of securing services to assist in the monitoring of your personal information and will contact you shortly with further details of vendor services available (at no cost to you) in your jurisdiction. In the meantime, we recommend that you monitor your credit

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through the systems available in your home country. If you find fraudulent or inaccurate information, demand that it be removed.

We are also attaching for your review a separate page that details specific information by state that may be applicable to you.

We value our employees and the trust you have placed in us. We remain committed to ensuring the safety and security of your data. If you have any concerns or questions about this matter, please contact Alan Levine at [alan.levine@alcoa.com](mailto:alan.levine@alcoa.com) or 412-553-4298.

Sincerely,

Kevin L. McKnight  
Director, People Services NA

Attachments

## **State Specific Notification Requirements**

### **If you reside in Hawaii, Iowa, Maryland, Michigan, Missouri, North Carolina, Oregon, Vermont, Virginia, West Virginia, or Wyoming:**

It is required by your state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity. You may obtain a free copy of your credit report by contacting any one or more of the following national consumer reporting agencies:

#### **Equifax**

P.O. Box 740241  
Atlanta, Georgia 30348  
1-800-685-1111  
[www.equifax.com](http://www.equifax.com)

#### **Experian**

P.O. Box 2104  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

#### **TransUnion**

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

### **If you reside in Iowa:**

State law advises that if you suspect identity theft, you should report it to law enforcement or to the Attorney General.

### **If you reside in Maryland:**

You are entitled to receive the contact information for the national consumer reporting agencies:

#### **Equifax**

P.O. Box 740241  
Atlanta, Georgia 30348  
1-800-685-1111  
[www.equifax.com](http://www.equifax.com)

#### **Experian**

P.O. Box 2104  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

#### **TransUnion**

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

Also, you can obtain information from the Maryland Office of the Attorney General and the Federal Trade Commission about steps you can take to avoid identity theft.

#### **Maryland Office of the Attorney General**

Consumer Protection Division  
200 St. Paul Place  
Baltimore, MD 21202  
1-888-743-0023  
[www.oag.state.md.us](http://www.oag.state.md.us)

#### **Federal Trade Commission**

Consumer Response Center  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
1-877-IDTHEFT (438-4338)  
[www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/)

### **If you reside in Massachusetts or West Virginia:**

It is required by your state laws that you are informed of your right to obtain a police report if you are a victim of identity theft. You also have the right to place a security freeze on your credit report. A security freeze is intended 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.

To place a security freeze on your credit report, you need to send a request to a consumer reporting agency by certified mail, overnight mail, or regular stamped mail. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy 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, unless you are a victim of identity theft or the spouse of a victim of identity theft, and you have submitted a valid police report relating to the identity theft incident to the consumer reporting agency.

You also have the right to place a fraud alert on your credit report. Fraud alerts can help prevent an identity thief from opening any more accounts in your name. Contact the toll-free fraud number of any of the three

consumer reporting companies below to place a fraud alert on your credit report. You only need to contact one of the three companies to place an alert. The company you call is required to contact the other two, which will place an alert on their versions of your report, too.

Once you place the fraud alert in your file, you're entitled to order free copies of your credit reports, and, if you ask, only the last four digits of your SSN will appear on your credit reports. Once you get your credit reports, review them carefully. Look for inquiries from companies you haven't contacted, accounts you didn't open, and debts on your accounts that you can't explain. Check that information, like your SSN, address(es), name or initials, and employers are correct. If you find fraudulent or inaccurate information, get it removed. Continue to check your credit reports periodically, especially for the first year after you discover the identity theft, to make sure no new fraudulent activity has occurred.

**Equifax**

P.O. Box 740241  
Atlanta, Georgia 30348  
1-800-685-1111  
[www.equifax.com](http://www.equifax.com)

**Experian**

P.O. Box 2104  
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P.O. Box 6790  
Fullerton, CA 92834-6790  
1-800-680-7289  
[www.transunion.com](http://www.transunion.com)

**If you reside in Oregon:**

State law advises that if you suspect identity theft, you should report it to law enforcement, and the Federal Trade Commission.