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November 13, 2008

Office of the Attorney General
200 St. Paul Place
Baltimore, MD 21202
Fax: 410-576-6566

To Whom It May Concern:

In accordance with Md. Ann. Code § 14-3504, we are providing you with written notification regarding the nature and circumstances of a recent data security incident.

We recently became aware of a theft of a laptop computer at a Symantec employee's home. The laptop computer contained certain personal information about some of our employees including name, address and Social Security number. We are working with law enforcement to recover the stolen property. One Maryland resident may be affected by this incident.

Attached for your information is the notice we sent to the one affected individual in Maryland. If you have any questions, please do not hesitate to contact me at 408-517-5239.

Very truly yours,

A handwritten signature in black ink, appearing to read 'J P Williams'.

James P. Williams
Senior Corporate Counsel

November 3, 2008

Debix Activation Code: 24777

Dear _____

We recently became aware of a theft of a laptop computer at a Symantec employee's home. The laptop computer contained certain personal information about some of our employees including name, address and Social Security number. We are working with law enforcement to recover the stolen property. In addition, we are taking steps to help ensure that this type of incident does not happen in the future.

We regret that this crime may affect you. At this time, we have no evidence that the information has been accessed or misused. We take our obligation to safeguard personal information very seriously and, therefore, we are alerting you so you can take steps to protect yourself from possible identity fraud. We encourage you to remain vigilant and regularly review and monitor your account statements and credit reports. The attached Reference Guide provides details on these and other steps you may wish to consider.

You are entitled under U.S. law to one free credit report annually from each of the three national credit bureaus. To order your free credit report, visit www.annualcreditreport.com or call toll-free (877) 322-8228.

To further assist you, we recommend that you register for identity protection services through Debix, Inc., which we have arranged to provide at no charge to you. The activation code required to use this service is listed at the top of this page. The attached Reference Guide includes recommendations by the U.S. Federal Trade Commission on how to further protect yourself against identity fraud. You may also want to place a fraud alert or security freeze on your credit file.

We hope this information is useful to you. If you would like to speak with us, please call us at 408 517 5946.

Again, we regret any inconvenience this may cause you.

Sincerely,

Thomas Aurelio
VP, HR Operations

Instructions for Registering for Debix, Inc.

Debix Activation Code:

User:

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. 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).

Reference Guide

We encourage individuals receiving Symantec's letter of November 3, 2008 to take the following steps:

Order Your Free Credit Report. To order your free credit report, visit www.annualcreditreport.com, call toll-free at 877-322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's website at www.ftc.gov and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. Do not contact the three credit bureaus individually. They provide free annual credit reports only through the website or toll-free number.

When you receive your credit report, review it carefully and look for accounts you don't recognize. Look in the "inquiries" section for names of creditors from whom you haven't requested credit. Some companies bill under names other than their store names. The credit bureau will be able to tell you when that is the case. Look in the "personal information" section for any inaccuracies in the information (such as your home address and Social Security number). Errors in this information may be a warning sign of possible identity theft. You should notify the credit bureaus of any inaccuracies in your report, whether due to error or fraud, as soon as possible so the information can be investigated and, if found to be in error, corrected. If there are accounts or charges you did not authorize, immediately notify the appropriate credit bureau by telephone and in writing.

If you find items you don't understand on your report, call the credit bureaus at the number given on the report. Credit bureau staff will review your report with you. If the information can't be explained, then you will need to call the creditors involved. Information that can't be explained also should be reported to your local police or sheriff's office because it may signal criminal activity.

Contact the U.S. Federal Trade Commission. If you detect any unauthorized transactions in your financial account, promptly notify your credit card company or financial institution. If you detect any incident of identity theft or fraud, promptly report the incident to your local law enforcement authorities, your state Attorney General and the Federal Trade Commission. If you believe your identity has been stolen, the U.S. Federal Trade Commission ("FTC") recommends that you take these additional steps:

- Close the accounts that you have confirmed or believe have been tampered with or opened fraudulently. Use the FTC's ID Theft Affidavit (available at www.ftc.gov/idtheft) when you dispute new unauthorized accounts.
- File a local police report. Obtain a copy of the police report and submit it to your creditors and any others that may require proof of the identity theft crime.

You can learn more about how to protect yourself from becoming a victim of identity theft by contacting the FTC:

- Federal Trade Commission
Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)
www.ftc.gov/idtheft/

Place a Fraud Alert on Your Credit File. To protect yourself from possible identity theft, consider placing a fraud alert on your credit file. A fraud alert helps protect you against the possibility of an identity thief opening new credit accounts in your name. When a merchant checks the credit history of someone applying for credit, the merchant gets a notice that the applicant may be a victim of identity theft. The alert notifies the merchant to take steps to verify the identity of the applicant. You can report potential identity theft to all three of the major credit bureaus by calling any one of the toll-free fraud numbers below. You will reach an automated telephone system that allows you to flag your file with a fraud alert at all three bureaus.

- Equifax P.O. Box 740241 877-478-7625 www.equifax.com
 Atlanta, Georgia 30374-0241
- Experian P.O. Box 9532 888-397-3742 www.experian.com
 Allen, Texas 75013
- TransUnion Fraud Victim Assistance 800-680-7289 www.transunion.com
 Division
 P.O. Box 6790
 Fullerton, California 92834-6790

Place a Security Freeze on Your Credit File. You may wish to place a "security freeze" on your credit file. A security freeze generally will prevent creditors from accessing your credit file at the three nationwide credit bureaus without your consent. You can request a security freeze by contacting the credit bureaus at:

- Equifax P.O. Box 105788 www.equifax.com
 Atlanta, Georgia 30348
- Experian P.O. Box 9554 www.experian.com
 Allen, Texas 75013
- TransUnion Fraud Victim Assistance Division www.transunion.com
 P.O. Box 6790
 Fullerton, California 92834-6790

The credit bureaus may charge a reasonable fee to place a freeze on your account, and may require that you provide proper identification prior to honoring your request.

For Maryland Residents You can obtain information from the Maryland Office of the Attorney General about steps you can take to help prevent identity theft. You can contact the Maryland Attorney General at:

- Maryland Office of the Attorney General
Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
888-743-0023
www.oag.state.md.us