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October 2, 2013

Joseph Foster
Attorney General
New Hampshire Department of Justice
33 Capitol Street
Concord, NH 03301

Mr. Delaney:

On behalf of Adobe Systems, I am writing to inform you about a recent incident involving information maintained by Adobe and relating to New Hampshire residents.

We recently discovered that an unauthorized third party illegally accessed certain customer order information. We began investigating the incident as soon as we learned of it. Although our investigation is ongoing, we believe that the third party likely removed from our systems certain customer names, payment card expiration dates, encrypted payment card numbers, and other information relating to customer orders. In addition, the third party used our systems to decrypt some card numbers. We have not been able to confirm that any decrypted card numbers were removed as a result of this access to our systems.

We have contacted the Federal Bureau of Investigation and the banks processing payments for Adobe, and are assisting in their investigation of this incident.

We will begin providing notice regarding this incident to our customers on October 8, 2013, including providing notice to 9,588 New Hampshire residents. In addition, we will be offering these individuals credit monitoring at no cost to them.

Please do not hesitate to contact me at (408) 442-4156 if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read 'MeMe Jacobs Rasmussen'.

MeMe Jacobs Rasmussen
V.P., Chief Privacy Officer