



Dale Skivington
Chief Privacy Officer

Dell Inc.
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March 20, 2013

Attorney General Michael Delaney
New Hampshire Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Dear Attorney General Delaney:

We are writing to inform you of a recent security incident that affected New Hampshire residents. On February 27, 2013, we discovered an incident in which a server was stolen from our premises. Our investigation determined that the incident occurred on February 26, 2013. The information disclosed as a result of the incident included individuals' name, address, Social Security number, and date of birth.

We reported the incident to the police. To date, the investigation has not resulted in locating the server or any suspects.

As soon as we became aware of the incident, we took prompt steps to notify affected individuals. On or about Wednesday, March 20, we will provide written notice by postal mail to seven New Hampshire residents who may be affected by this incident. A copy of the template notice letter to affected individuals is enclosed.

We take such matters as this very seriously. There is no evidence to suggest that any affected individuals' information has been misused in any. However, as a precaution to help affected individuals monitor the security of their personal information and detect any possible misuse of personal information, we are providing one year of credit monitoring at no cost to the affected individuals. For those who register, the service includes one year of credit monitoring that delivers secure, actionable credit alerts to subscribers by phone. This service also includes \$1,000,000.00 Identity Theft Insurance Coverage and professional identity fraud resolution services.

We have also established a dedicated email address for members of the affected population to contact us if they have any questions.

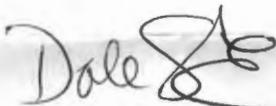
Additionally, the notification letters to affected individuals recommend steps individuals can take to protect their identify, including that they should report suspected incidents of identity theft to local law enforcement or the attorney general. These letters also explain to individuals how to place a fraud alert and/or security

freeze on their credit file and provide them with the contact information for the national credit reporting agencies and the Federal Trade Commission.

Protecting the personal information of individuals is very important to us. We have put additional protections in place to prevent such incidents from occurring in the future, including reinforcing our existing policies and practices and evaluating additional safeguards.

If you have any questions about this incident, please contact me by email at dale_skivington@dell.com or by phone at 512.723.2087.

Very truly yours,

A handwritten signature in cursive script that reads "Dale Skivington". The signature is written in black ink and is positioned above a horizontal line that extends across the page.

Dale Skivington
Chief Privacy Officer

Enclosure: Copy of Individual Notification Letter



Mark Bilger
VP, Services CTO

Dell Inc.
One Dell Way
RR8-28
Round Rock, TX 78682
Mark_Bilger@dell.com
www.dell.com

March 20, 2013

[Name of individual]
[Address Line 1]
[City, STATE, Zip code]

Dear [Name],

We are writing to inform you about an incident involving some of your personal information. On February 27, 2013, we discovered the theft of a server from our premises. We believe the incident occurred on February 26, 2013.

The information that was involved includes your name, address, Social Security number, and date of birth.

We deeply regret this incident and any inconvenience or concern that it may cause. Upon discovery, we took prompt action to investigate the matter. We reported the incident to the police and continue to work with them in an effort to recover the server and identify suspects.

As a precaution to help you detect any possible misuse of your personal information, we recommend that you regularly review your bank and credit card statements and tax returns. If you notice any suspicious activity, please immediately contact your financial institution, credit card company, and/or relevant institution.

In addition, we have arranged for you to receive one-year of identity protection from AllClear ID at no cost to you.

AllClear ID offers Credit Monitoring that delivers secure, actionable Credit Alerts to you by phone. This service also includes \$1,000,000.00 Identity Theft Insurance Coverage and AllClear ID Fraud Resolution Services. The AllClear ID Credit Monitoring service will be valid for 1 year from the date you register.

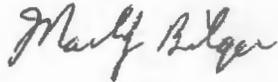
You must register with AllClear ID by June 30, 2013 to receive this complimentary identity protection service. You will need to provide the redemption code that is listed on the next page. You may register online at enroll.allclearid.com. Please note that additional action after registration may be required by you in order to activate your phone alerts and monitoring options. Please see the enclosure to learn more about AllClear ID.

We also encourage you to review the enclosed **Reference Guide**, which includes contact information for the major credit reporting agencies and the Federal Trade Commission. You can obtain information from these sources about credit fraud alerts and security freezes.

In addition, we have established a dedicated email address that you can use to contact us if you have any questions. The email address is Clerty_HR@dell.com.

Dell and Dell Clerty Solutions take this matter very seriously and are committed to protecting the privacy and security of personal information. We are reinforcing our existing policies and practices and evaluating additional safeguards to help prevent a similar incident from occurring in the future. We deeply regret any inconvenience or concern caused by this incident.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark Bilger". The signature is written in a cursive style with a large initial "M".

Mark Bilger
Vice President, Services CTO
Dell | Global Services



DON'T WAIT. SIGN-UP NOW FOR YOUR COMPLIMENTARY IDENTITY PROTECTION.

www.Enroll.AllClearID.com

AllClear ID provides advanced and effective identity theft protection to help safeguard your personal information. AllClear ID protection gives you the ability to respond to threats to your identity faster by delivering secure phone alerts that enables you to take immediate action if you suspect your identity is at risk.

Easy Way to Enroll:

Have questions? Call 866-979-2595

Online: Visit enroll.allclearid.com

Your Redemption Code: {ActivationCode}

Complete identity protection from AllClear ID includes:

- **Credit Monitoring:** Monitors credit activity and sends alerts when banks and creditors use your identity to open new accounts*
- **Fraud Detection:** Monitors thousands of sources for stolen and compromised data
- **Fast & Secure Alerts by Phone:** Delivers quick, secure, detailed alerts if your personal information is threatened, so you can take fast action to protect your identity
- **Live AllClear™ Investigators:** When you receive a secure phone alert and suspect fraud, press the star key to be connected to an investigator dedicated to your case
- **Identity Repair:** Award-winning AllClear Investigators work to fully restore your identity
- **\$1,000,000 Identity Theft Insurance:** Covers certain financial losses related to recovering your identity
- **Lost Wallet Protection:** AllClear Investigators help cancel and replace credit and debit cards if your wallet is lost or stolen
- **Long-term Coverage:** Identity repair provided after the initial service period ends
- **ChildScan:** Detects & repairs identify theft for minors under 18 years old

*Please Note: Additional action after registration may be required by you in order to activate your phone alerts and monitoring options.

AllClear ID was awarded 5 Stevie Awards for outstanding customer service



AllClear ID is rated A+ by the Better Business Bureau



Reference Guide

Order Your Free Credit Report

You are entitled to receive your credit report from each of the three national credit reporting agencies once per year, free of charge. You may obtain your free annual credit report from each of the national credit reporting agencies by visiting www.annualcreditreport.com, by calling toll-free at 877-322-8228, or by mailing your request 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(s), review them carefully. Look for any inaccurate information, and contact the appropriate credit reporting agency to notify of any incorrect information, including accounts you did not open; requests for your credit report from anyone with whom you did not apply for credit; or inaccuracies regarding your personal identifying information, such as your home address and Social Security number. If you find anything that you do not understand or that is incorrect, contact the appropriate credit reporting agency using the contact information on the credit report as soon as possible so the information can be investigated, and if found to be in error, corrected.

Contact the U.S. Federal Trade Commission

If you detect any unauthorized transactions in your financial accounts, 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.
- File a complaint with the FTC using the ID Theft Complaint Form (available at www.ftc.gov/idtheft). Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible by law enforcement agencies for their investigations. Use the FTC's ID Theft Affidavit (available at www.ftc.gov/idtheft) when filing a report with law enforcement or to address disputes with credit reporting agencies and creditors about identity theft related problems such as 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	Equifax Information Services LLC P.O. Box 105069 Atlanta, GA 30348-5069	800-525-6285	www.equifax.com
Experian	P.O. Box 9554 Allen, Texas 75013	888-397-3742	www.experian.com
TransUnion	Fraud Victim Assistance Department P.O. Box 6790 Fullerton, California 92834-6790	800-680-7289	www.transunion.com

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

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 California Residents. You can obtain additional information from the California Office of Privacy Protection (www.privacy.ca.gov) on protection against identity theft.