Genentech
A Member of the Roche Group

September 29, 2011

Via Facsimile to (603) 271-2110
Via USPS – Return Receipt Requested

The Honourable Michael A. Delaney
Attorney General of the State of New Hampshire
Department of Justice
33 Capitol Street
Concord, NH 03301

Dear Sir:

I am writing to let you know about a security incident that exposed personal information of 10 of New Hampshire residents.

On August 17, 2011, we discovered that an unauthorized person might have accessed a vendor's computers containing personal information of some people participating in Genentech's patient support programs. The personal information on the computers included: name, address, phone number, date of birth, email address, driver's license number, social security number, medical information, and health insurance information.

As soon as this discovery was made, Genentech took immediate action to secure the computer network system from further vulnerability, investigate what happened and arrange identify theft protection services for the people affected. We have engaged an independent security firm to assist our investigation and to make additional recommendations regarding security for Genentech and our vendors. Although we do not have evidence suggesting that the personal information will be misused, we are providing each affected individual with credit monitoring and identity theft protection insurance.

Please find attached a copy of the notification letter that we are mailing to the affected individuals.

We would be happy to answer any questions that you may have.

Very truly yours,

Robert E. Glaser, MBA, CIPP
Chief Privacy Officer

Attachment

Genentech
A Member of the Roche Group
GENENTECH, INC.
1 DNA WAY
Mailstop 858A
South San Francisco, CA 94080-4990
USA 650 225 1000 *www.gene.com*

Sample A. Sample
123 Anystreet
Anytown, US 12345-6789

September 30, 2011

Important Security and Protection Notification.
Please read this entire letter.

Breach Notification Letter

Dear Sample A. Sample:

Genentech is committed to ensuring that patients have access to our medicines, regardless of their ability to pay. For those who are treated with one of Genentech's FDA-approved drugs, the company provides several support options for eligible patients. Our support options assist patients and their healthcare providers with health insurance coverage, drug co-payments and information resources.

On August 17, 2011, we discovered that an unauthorized person might have accessed computers containing personal information of some people participating in Genentech's patient support programs. I am letting you know because your personal information was on one of these computers and may have been exposed.

The personal information on the computers may include: name, address, phone number, date of birth, email address, driver's license number, social security number, medical information, and health insurance information.

Please know that as soon as this discovery was made, Genentech took immediate action to secure the computer network system from further vulnerability, investigate what happened and arrange identify theft protection services for the people affected.

While we do not believe at this time that any personal information will be misused, we are offering you one year of free credit monitoring with identity theft insurance through Experian. Please see page 2 of this letter to learn more about this service. We have also provided some additional information about steps that you can take to help protect yourself.

Genentech takes the security of your personal information very seriously and we apologize for this incident. We are committed to minimizing the risks associated with the potential exposure of your personal information and have taken steps to improve our security controls to prevent this from happening again.

If you have any questions or concerns, please call Customer Care at (888) 829-6553.

Sincerely,

Robert E. Glaser, MBA, CIPP
Chief Privacy Officer

59813023-001-000000001

Experian ProtectMyID™ Credit Monitoring Product

To help you protect your identity, Genentech is offering you a free one-year membership in Experian's ProtectMyID™ Elite product. Enrollment in ProtectMyID may help detect possible misuse of your personal information and provides you with superior identity theft prevention services focused on immediate identification and resolution of identity theft.

Free ProtectMyID Membership Enrollment Instructions

Visit: www.ProtectMyID.com/Gene or call (888) 829-6553

Provide the following Activation Code: 999999999

Please note that to receive the free credit monitoring protection service, you must enroll before January 31, 2012.

ProtectMyID provides you with strong identity protection that will help detect, protect and resolve possible identity theft. In the case that identity theft is detected, ProtectMyID will assign a dedicated U.S.-based Identity Theft Resolution Agent who will walk you through the fraud resolution process from start to finish.

Your free 12-month ProtectMyID membership includes:

- **Credit Report:** A free copy of your Experian credit report
- **Surveillance Alerts**
  - **Credit:** Alerts you of suspicious activity including new inquiries and newly opened accounts
  - **Internet Scan:** Alerts you if your Social Security Number or Credit and/or Debit Card numbers are found on sites where compromised data is found, traded or sold.
  - **Change of Address:** Alerts you of any changes in your mailing address.
- **Identity Theft Resolution:** If you have been a victim of identity theft, you will be assigned a dedicated U.S.-based Experian Identity Theft Resolution Agent who will walk you through the fraud resolution process from start to finish.
- **Lost Wallet Protection:** If you ever misplace or have your wallet stolen, an agent will help you cancel your credit, debit and medical insurance cards.
- **$1 Million Identity Theft Insurance[1]:** As a ProtectMyID member, you are immediately covered by a $1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for wrong or suspicious information. If you have any questions about ProtectMyID, need help understanding something on your credit report or suspect that something on your credit report may be fraudulent, please contact Experian's customer care team at (888) 829-6553.

[1] Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of Chartis, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

Other Safety Measures and Additional Information

In addition to enrolling in the free credit monitoring program, there are several additional safety measures that you should take:

- **You may request a free copy of your credit report.** Once every 12 months, you can request a free copy of your credit report from each of the nationwide consumer reporting agencies by visiting http://www.annualcreditreport.com or by contacting the consumer reporting agencies at:
  - **Equifax:** 1-800-525-6285; www.equifax.com; P.O. Box 740241, Atlanta, GA 30374-0241
  - **Experian:** 1-888-EXPERIAN (397-3742); www.experian.com; P.O. Box 9532, Allen, Texas 75013
  - **TransUnion:** 1-800-680-7289; www.transunion.com; Fraud Victim Assistance Division, P.O. Box 6790, Fullerton, CA 92834-6790

  You may place a free fraud alert on your credit file. The fraud alert is a statement that alerts creditors of possible fraudulent activity within your report as well as requests that they contact you prior to establishing any accounts in your name. Once the fraud alert is added to your credit report, all creditors should contact you before setting up any account in your name. You can learn more about fraud alerts from the consumer reporting agencies or the Federal Trade Commission.

  To place a 90-day fraud alert on your Experian credit file, visit https://www.experian.com/fraud/center.html or call 1-888-EXPERIAN (1-888-397-3742) and follow the simple instructions. Once the fraud alert has been placed with Experian, a notice will be sent to the other two credit reporting agencies, Equifax and Trans Union, for you.

- **Carefully review all your account statements.** We recommend that you carefully review all your account statements during the next 24 months to make certain there have been no unauthorized transactions made or new accounts opened in your name. Contact your financial institutions immediately if there is unauthorized activity on your accounts or if an unauthorized account has been opened in your name.

If you want to learn more about identity theft, visit the following helpful websites:

- **The Federal Trade Commission** runs the U.S. government's identity theft information website, http://www.ftc.gov. You can also contact the Federal Trade Commission via phone at 1-877-ID-THEFT (877-438-4338) or via mail to:

  Federal Trade Commission - Consumer Response Center
  600 Pennsylvania Avenue, NW, Washington, DC 20580

- **The Identity Theft Resource Center** is a non-profit organization that you can contact online at http://www.idtheftcenter.org/ or via email to itrc@idtheftcenter.org.

If you believe that you are a victim of identity theft, you should report this to your local law enforcement agency, the Federal Trade Commission and your state attorney general.

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Specific State Disclosures

- People who live in Maryland may contact the state Attorney General's Office for more information about identity theft:

  Office of the Maryland Attorney - General Consumer Protection Division
  200 St. Paul Place, Baltimore, MD 21202
  1-888-743-0023 - www.oag.state.md.us

- People who live in North Carolina may contact the state Attorney General's Office for more information about identity theft:

  North Carolina Office of the Attorney General - Consumer Protection Division
  9001 Mail Service Center, Raleigh. NC 27699-9001
  1-877-566-7226 - www.ncdoj.com

- People who live in West Virginia have right to place a security freeze on your consumer reports. A security freeze is designed to prevent credit, loans, and services from being approved in your name without your approval. However, using a security freeze may delay your ability to obtain credit. You may request that a freeze be placed on your consumer report by sending a request to a credit reporting agency by certified mail, overnight mail or regular stamped mail to the address below.

Equifax Security Freeze	Experian Security Freeze	TransUnion (FVAD)
P.O. Box 105788	P.O. Box 9554	P.O. Box 6790
Atlanta, GA 30348	Allen, TX 75013	Fullerton, CA 92834-6790

  The following information should be included when requesting a security freeze: full name, with middle initial and any suffixes; Social Security number; full date of birth, current address and previous addresses for the past two years; and applicable fee (if any) or incident report or complaint with a law enforcement agency or the Department of Motor Vehicles. The request also should include a copy of a government issued identification card, such as a driver's license, state or military ID card, and a copy of a utility bill, bank or insurance statement. Each copy should be easy to read, clearly show your name and current mailing address, and the date of issue (statement dates must be recent).

  The consumer reporting agency may charge a reasonable 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 have submitted a valid police report related to the identity theft to the consumer reporting company.

- Approximately 10 residents of Puerto Rico were affected.