



Travis M. Dodd
Senior Counsel, Privacy

Licensed in Oklahoma; Not Licensed in North Carolina

May 19, 2014

New Hampshire Attorney General
33 Capitol Street
Concord, NH 03301

To Whom It May Concern:

In accordance with N.H. Rev. Stat. Ann. § 359-C:20, I am writing to notify you regarding the nature and circumstances of a potential data security issue.

Lowe's Companies, Inc. contracts with SafetyFirst, a third-party vendor, to provide a computer system (E-DriverFile) that stores compliance documentation and information related to current and former drivers of Lowe's vehicles as well as information about certain current and former employees who access and administer the system. The personal information in E-DriverFile may include names, addresses, dates of birth, Social Security numbers, driver's license numbers, Sales IDs, and other driving record information. We recently learned that SafetyFirst unintentionally backed up this data to an unsecured computer server that was accessible from the Internet.

Promptly after learning of the potential issue, SafetyFirst blocked access to the unsecured backup server and retained data security experts to conduct an investigation of the incident. That investigation determined that personal information from the backup server may have been accessed between July 2013 and April 2014. To ensure that each potentially impacted person can take steps to protect themselves, we are providing notice to any individual whose Social Security number and/or driver's license number was in E-DriverFile and thus potentially exposed. At this time, we have no evidence that any of the information has been misused. Nevertheless, we have arranged to provide affected individuals with one year of identity protection and credit monitoring services at no cost to them.

There are approximately 281 New Hampshire residents affected by this incident. Enclosed for your reference is a copy of the notice being sent to the affected individuals.

If you have any questions, please do not hesitate to call me at (704) 758-5249.

Sincerely,

A handwritten signature in black ink that reads "Travis M. Dodd". The signature is written in a cursive style with a large initial 'T'.

Travis M. Dodd

Enclosure

1000 Lowe's Boulevard, Mooresville, North Carolina 28117
P.O. Box 1000, Mooresville, North Carolina 28115
Telephone: (704) 758-5249 Facsimile: (704) 757-0806
Email: Travis.M.Dodd@Lowe.com



Processing Center • P.O. Box 3825 • Suwanee, GA 30024

May 19, 2014



John Q Sample
123 Main Street
Anytown, US 12345-6789

Dear John Q Sample,

We are writing to inform you that certain personal information that Lowe's maintains about you may have been subject to unauthorized access. Lowe's contracts with a third-party vendor to provide a computer system (E-DriverFile) that stores compliance documentation and information related to current and former drivers of Lowe's vehicles as well as information about certain current and former employees who access and administer the system. The personal information in E-DriverFile may include names, addresses, dates of birth, Social Security numbers, driver's license numbers, Sales IDs, and other driving record information. We recently learned that the vendor unintentionally backed up this data to an unsecured computer server that was accessible from the Internet. You are receiving this notice because we've determined that your Social Security number and/or driver's license number was in E-DriverFile and thus potentially exposed.

Promptly after learning of the potential issue, the vendor blocked access to the unsecured backup server and retained data security experts to conduct an investigation of the incident. That investigation determined that personal information from the backup server may have been accessed between July 2013 and April 2014. To ensure that each potentially impacted person can take steps to protect themselves, we are providing this notice. At this time, we have no evidence that any of the information has been misused.

We sincerely regret that this incident may affect you. We take our obligation to safeguard personal information very seriously and are alerting you so you can take steps to help protect yourself. You are entitled under U.S. law to one free credit report annually from each of the three nationwide consumer reporting agencies. To order your free credit reports, visit www.annualcreditreport.com or call toll-free at 1-877-322-8228. We encourage you to remain vigilant by reviewing your account statements and monitoring your free credit reports.

In addition, we have arranged for you to receive one year of credit protection services from AllClear ID. The attached Reference Guide provides information on the AllClear ID services available to you, recommendations by the U.S. Federal Trade Commission on the protection of personal information, and other information that may apply based on your state of residence.

Again, we deeply regret any inconvenience this incident may cause, but we hope this information is useful to you. If you have further questions regarding this incident, please call 1-877-263-7997 Monday - Saturday, 8 a.m. to 8 p.m. CST. If calling outside of the United States or Canada, dial 512-579-2449.

Sincerely,

A handwritten signature in black ink that reads "Scott M. Purvis". The signature is written in a cursive style with a large, stylized initial "S".

Scott Purvis
Vice President, Human Resources

Reference Guide

We encourage you to take the following steps:

Order Your Free Credit Report. To order your free credit report, visit www.annualcreditreport.com, call toll-free at 1-877-322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's ("FTC") website at www.consumer.ftc.gov and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The three consumer reporting agencies provide free annual credit reports only through the website, toll-free number or request form.

When you receive your credit report, review it carefully. Look for accounts you did not open. 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 or commercial names. The consumer reporting agency will be able to tell you when that is the case. Look in the "personal information" section for any inaccuracies in your information (such as home address and Social Security number). If you see anything you do not understand, call the consumer reporting agency at the telephone number on the report. Errors in this information may be a warning sign of possible identity theft. You should notify the consumer reporting agencies 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 consumer reporting agency by telephone and in writing. Consumer reporting agency 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.

Utilize AllClear ID's Identity Protection Services. As an added precaution, we have arranged to have AllClear ID provide you with identity protection services for 12 months at no cost to you. The identity protection services listed below start on the date of this notice and you can use them any time during the next 12 months.

AllClear SECURE: The team at AllClear ID is ready and standing by if you need help protecting your identity. This protection is automatically available to you with no enrollment required. If a problem arises, simply call AllClear ID at 1-877-263-7997 or 512-579-2449 if calling outside of the United States or Canada, and a dedicated investigator will do the work to recover financial losses, restore your credit and make sure your identity is returned to its proper condition.

AllClear PRO: This service offers additional layers of protection including credit monitoring and a \$1 million identity theft insurance policy. To use the PRO service, you will need to provide certain information to AllClear ID and use the following redemption code: **9999999999**. You may sign up online at enroll.allclearid.com or by phone by calling AllClear ID using the redemption code. Please note that additional steps may be required by you to activate your phone alerts and monitoring options.

Report Incidents. If you detect any unauthorized transactions in a financial account, promptly notify your payment card company or financial institution. If you detect any incident of identity theft or fraud, promptly report the incident to law enforcement, the FTC and your state Attorney General. If you believe your identity has been stolen, the 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 contact the FTC to learn more about how to protect yourself from becoming a victim of identity theft:

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

Consider Placing 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 the victim of identity theft. The alert notifies the merchant to take steps to verify the identity of the applicant. You can place a fraud alert on your credit report by calling any one of the toll-free numbers provided below. You will reach an automated telephone system that allows you to flag your file with a fraud alert at all three consumer reporting agencies.

Equifax	Equifax Credit Information Services, Inc. P.O. Box 740241 Atlanta, GA 30374	1-800-525-6285	www.equifax.com
Experian	Experian Inc. P.O. Box 9554 Allen, TX 75013	1-888-397-3742	www.experian.com
TransUnion	TransUnion LLC P.O. Box 2000 Chester, PA 19022-2000	1-800-680-7289	www.transunion.com

Consider Placing a Security Freeze on Your Credit File. You may wish to place a “security freeze” (also known as a “credit freeze”) on your credit file. A security freeze is designed to prevent potential creditors from accessing your credit file at the consumer reporting agencies without your consent. There may be fees for placing, lifting, and/or removing a security freeze, which generally range from \$5-\$20 per action. *Unlike a fraud alert, you must place a security freeze on your credit file at each consumer reporting agency individually.* For more information on security freezes, you may contact the three nationwide consumer reporting agencies or the FTC as described above. Since the instructions for establishing a security freeze differ from state to state, please contact the three nationwide consumer reporting agencies to find out more information.

The consumer reporting agencies may require proper identification prior to honoring your request. For example, you may be asked to provide:

- Your full name with middle initial and generation (such as Jr., Sr., II, III)
- Your Social Security number
- Your date of birth
- Proof of your current residential address (such as a current utility bill or account statement)
- Addresses where you have lived over the past five years
- A legible copy of a government-issued identification card (such as a state driver’s license or military ID card)

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

Maryland Office of the Attorney General
Consumer Protection Division
Baltimore, MD 21202
(888) 743-0023 (toll-free in Maryland)
(410) 576-6300
www.oag.state.md.us

For Massachusetts Residents. You have the right to obtain a police report. The consumer reporting agencies may charge you a fee of up to \$5 to place a security freeze on your account, and may require that you provide certain personal information (such as your name, Social Security number, date of birth, and address) and proper identification (such as a copy of a government-issued ID card and a bill or statement) prior to honoring your request. There is no charge, however, to place, lift or remove a security freeze if you have been a victim of identity theft and you provide the consumer reporting agencies with a valid police report.

For North Carolina Residents. You can obtain information from the North Carolina Attorney General's Office about preventing identity theft. You can contact the North Carolina Attorney General at:

North Carolina Attorney General's Office
9001 Mail Service Center
Raleigh, NC 27699-9001
(877) 566-7226 (toll-free in North Carolina)
(919) 716-6400
www.ncdoj.gov