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August 5, 2013

Michael Delaney
Attorney General
New Hampshire Department of Justice
33 Capitol Street
Concord, NH 03301

Dear Sirs:

We are writing to inform you about an incident that involved the loss of personal information of one resident of New Hampshire. On or about March 4 of 2013 a media storage device (a/k/a thumb drive) was discovered to be missing from a limited access area. Subsequently, after a lengthy review of barely legible archived materials, we determined that one resident of New Hampshire was affected. We deeply regret that this incident occurred and take very seriously the security of personal information. Fortunately, we have no reason to believe that the personal information has been misused. We anticipate that the breach notification letter will be issued on or before Monday, July 8, 2013.

To help guard against the possibility of a similar future occurrence, our Information Security department will conduct additional training with the department where the loss occurred in order to emphasize the need for and the means to protect sensitive personal information.

This New Hampshire resident will be individually notified at the last known address; any forwarding address obtained will be used to re-send the letter in the event it is returned.

Also, in addition to providing instruction on being vigilant about reviewing accounts and credit reports we will provide credit monitoring services to the individual impacted in New Hampshire.

Be assured that Novartis Corporation has strong safeguards in place to protect the security of personal information and continues to take steps to protect personal information. Please do not hesitate to contact me at +1 862-778-3305 if you have any questions.

Sincerely,

A handwritten signature in cursive script that reads "Lori M Sauro" followed by a stylized initial "MS".

Marylynn Sauro
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