

TEXTRON

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December 1, 2009

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

Telephone (603) 271-3658
Fax (603) 271-2110

Dear Sir or Madam:

We are writing to notify you about an incident that occurred that potentially affects personal information relating to individuals. The number of New Hampshire residents that were affected is 54. In mid-October, a USB connection external hard drive was misplaced and we have not been able to locate it. Local law enforcement authorities were informed immediately and Textron began to conduct its own investigation, which determined that the hard drive likely contained personal information. Textron performed a forensic audit to determine what personal information was on the hard drive and which individuals were affected. The audit revealed that the hard drive contained personal information of former and current Textron employees, and customers of Textron. On November 3, 2009, the audit revealed that New Hampshire residents were affected. While we have had no reports of the information on the external hard drive being used improperly, based on the results of the audit Textron will inform all affected individuals about the potential disclosure of their personal data, and is providing all affected U.S. employees and customers with free credit monitoring services through Experian.

We plan to send notification to potentially affected individuals by December 3, 2009. Attached is a copy of the draft notification letter for reference.

Sincerely,



Christine Hopkins-Spidell
Senior Corporate Compliance Specialist



Textron Inc.
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Date

Name
Address

Dear NAME

In mid-October, a Textron external hard drive was misplaced and we have not been able to locate it. We subsequently discovered that the hard drive may have contained some of your personal information (such as name, address, Social Security number, and account numbers) related to the purchasing and finance of your timeshare interval or you have applied for or have an association with a commercial loan with Textron Financial. We have had no reports of the information on it being used improperly.

Even though we do not have any evidence that your information has been misused, and we believe that the likelihood of such misuse is low, we wanted to let you know about this occurrence and tell you what we're doing to help protect your personal information. We have arranged for credit monitoring at no cost to you through ConsumerInfo.com, Inc., an Experian[®] company. This credit monitoring membership is known as Triple AdvantageSM Premium and will identify and notify you of key changes in your three national credit reports that may indicate fraudulent activity.

This 12-month membership includes:

- A free copy of your Experian, Equifax[®] and TransUnion[®] credit reports
- Daily monitoring and timely alerts of any key changes to your credit reports—so you know when there is any activity that you should be made aware of such as notification of new inquiries, newly opened accounts, delinquencies, public records or address changes
- Unlimited, on-demand access to your Experian credit report and PlusScoreSM for the duration of your membership.
- Toll-free access to a dedicated team of fraud resolution representatives who will help you investigate each incident; contact credit grantors to dispute charges, close accounts if necessary, and compile documents; and contact all relevant government agencies
- \$25,000 in identity theft insurance coverage (\$10,000 for New York state residents) with zero deductible provided by Virginia Surety Company, Inc. for certain identity theft expenses.¹

¹ * Please note that identity theft insurance may not be provided to individuals residing in any state where the provision of such insurance is prohibited by law. Such insurance coverage cannot be offered to individuals who are residents of US Territories (i.e. Puerto Rico). The amount of insurance coverage for residents of New York is limited to \$10,000.

You must enroll by no later than February 28, 2010, to take advantage of this offer. To do so, please visit <http://partner.consumerinfo.com/Textron>. Once you log on to the site, you must enter the activation code that appears at the end of this letter to avail yourself of this free membership. If you have questions about the information provided in this letter, experience problems with the website, or do not have Internet access, please call **Experian at 1-877-288-8057** between 9:00 a.m. and 9:00 p.m. Eastern time, Monday through Friday, or between 11:00 a.m. and 8:00 p.m. on Saturday and Sunday. We encourage you to take advantage of this offer of free credit monitoring as soon as possible.

In addition, we recommend that you place a fraud alert on all lines of credit you maintain with any creditor ("credit line"). A fraud alert is free and lets creditors know to contact you before opening new accounts. If you call any one of the credit reporting agencies at the numbers listed below, you will be able to automatically place fraud alerts on your credit line and order your credit report from each of the three agencies.

TransUnion: P.O. Box 2000 Chester, PA 19022-2000 (800) 680-7289	Experian: P.O. Box 9701 Allen, TX 75013 (888) 397-3742	Equifax: PO Box 740241 Atlanta, GA 30374 (800) 685-1111
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If you find suspicious activity on your credit reports, call your local police or sheriff's department and file a police activity report of identity theft. You should get a copy of the police report as you may need to give copies of the police report to creditors to clear up your records.

In addition, your state may entitle you to place a freeze on your credit file, which may be done by contacting one of the credit reporting bureaus listed above.

We also recommend that you contact any bank you use and inform them that your account number may have been compromised.

You may also obtain information about steps that you can take to avoid identify theft from your state's Attorney General, or the Federal Trade Commission, using the following contact information:

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

We deeply regret any inconvenience or concern this incident may cause you and thank you for your understanding.

Sincerely,



Gary Cantrell
Vice President and CIO

Your Credit Monitoring Activation Code: [insert code here]

Addendum for MARYLAND Residents:

Under Maryland and federal law, you are entitled to two FREE credit reports from each of the Credit Reporting Agencies each year. Go to www.annualcreditreport.com or call 1-877-322-8228 to access your report through the federal Fair Credit Reporting Act. You must contact each of the three Credit Reporting Agencies individually to access your credit report under Maryland law. The contact information for these Agencies is contained in the attached letter.

For more information on identity theft please contact either the Federal Trade Commission at the contact information in the attached letter, or Maryland's Office of the Attorney General, Address: 200 Saint Paul St #1700, Baltimore, MD 21202; Telephone: (410) 576-6360.

Addendum for NORTH CAROLINA Residents:

For more information on identity theft please contact either the Federal Trade Commission at the contact information in the attached letter, or North Carolina's Attorney General's Office, Address: 9001 Mail Service Center, Raleigh, NC 27699-9001; Telephone: (919) 716-6400; Fax: (919) 716-6750; website: www.ncdoj.com/

Addendum for VERMONT Residents

You may place a "security freeze" on your credit report if you are the victim of identity theft. A security freeze allows consumers to stop the use of their credit report to open new accounts unless the consumer gives the business specific authority to review the credit report. For more information, please visit the following website: <http://www.atg.state.vt.us/issues/consumer-protection/identity-theft.php>.

Addendum for WEST VIRGINIA Residents

West Virginia residents may place a security freeze on their credit report by requesting one in writing by certified or overnight mail to any credit reporting agency. A security freeze prohibits, with certain exceptions, the credit reporting agency from releasing any information contained within a consumer's credit report without the express authorization of the consumer. If a consumer later wants to open a new credit account, he can lift the security freeze for a temporary period of time. If the consumer is a victim of identity theft, there is no charge to place or lift the freeze. For all others, the credit reporting agency can charge up to \$5.00 for each time a freeze is placed or removed.