

February 5, 2007

Office of the Attorney General  
Consumer Protection and Antitrust Bureau  
33 Capitol Street  
Concord, NH 03301  
FAX (603) 223-6202

Re: Legal Notice of Information Security Breach Pursuant to N.H. Rev. Stat. Ann. § 359-C:20(i)(b)

To Whom It May Concern:

Towers Perrin provides consulting services to Unilever. As you are aware, New Hampshire state law requires notice to the New Hampshire Attorney General's Office in the event of an information security breach involving the personal information of New Hampshire residents. In accordance with that requirement, we write to inform you, on behalf of Unilever, of an information security breach that Towers Perrin discovered on December 1, 2006 concerning Unilever employees or former employees' personal data that we maintained.

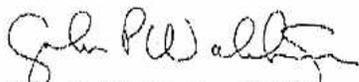
On that date we learned that a laptop had been stolen from our offices in Manhattan containing such information. The laptop was not encrypted, but the laptop and the email program were separately password protected. We have no information indicating the information has been misused. We reported the theft to the New York City Police Department (Mid-town South Precinct). The police report number is 2006-014-17855. Subsequently the District Attorney's Office for the County of New York requested that we delay notifying affected individuals until January 5, 2007.

We estimate that approximately 198 New Hampshire residents related to Unilever were affected by this incident. Pursuant to legal obligations, we are now in the process of notifying all affected individuals of the possible information security breach via written letter to each affected individual through first class mail, postage prepaid, which we delayed in accordance with the law enforcement request and began on January 9, 2007. For your convenience, a copy of the notice is enclosed with this letter.

The notices describe (1) the general nature of the incident resulting in the potential information security breach, (2) the type of personal information that was the subject of the possible security breach, (3) the precautionary measures Towers Perrin is taking to help protect personal information from further unauthorized access, (4) contact information for inquiries regarding the incident, (5) how to enroll in Equifax's credit monitoring service, which Towers Perrin is making available to affected individuals free of charge for one year; and (6) advice to individuals that they should also consider placing an initial fraud alert on their credit files and that they review account statements and monitor free credit reports that are available to them.

If you have any questions or need further information regarding this incident, please do not hesitate to contact us.

Sincerely yours,



John P. Walsh, Jr., CISM  
Towers Perrin - Chief Information Security Officer

Enclosure



January, 2007

**RE: IMPORTANT NOTICE**

Dear

**We are writing to let you know that we recently learned that laptops containing information about you were stolen from Towers Perrin, a company that provides management consulting services to Unilever.** To perform its services, Towers Perrin had access to some of your personal information, including your name and Social Security number which were on the stolen laptops. We deeply regret that this situation occurred and are keenly aware of how important your personal information is to you. We have no reason to believe that the computers were stolen for the Unilever information they contained nor do we believe this information has been misused. Even so, we want to inform you of the situation and suggest some steps you can take to protect yourself from identity theft now and in the future. Towers Perrin also promptly reported the theft to law enforcement authorities, who subsequently requested that we delay this notification until January 2007 to avoid any possible impediment to their investigation.

We take seriously our commitment to safeguarding confidential information entrusted to us, like your personal information. All of the stolen laptops and e-mail accounts were password-protected, and some files were password-protected as well. You may rest assured that we are carefully reviewing this incident and are working with Towers Perrin to take whatever measures are necessary to ensure that it does not happen again. Because of this incident, Towers Perrin has accelerated a project the firm already had underway to encrypt all laptops by the end of January 2007. In addition, Towers Perrin has engaged an information security consulting firm to review its policies and procedures in the context of this incident to help the firm assess its areas of vulnerability, target areas for improvement and implement necessary changes.

**Precautions You Can Take**

Although we have no knowledge of any misuse of your information, **Towers Perrin has arranged for you to enroll, at your option, in the Equifax Credit Watch™ Gold with 3-in-1 credit monitoring product at no cost to you for one year.** The product will provide you with an early warning system for changes to your credit file and help you to understand the content of your credit file at the three credit reporting agencies. To enroll in this product, go to Equifax's website at [www.myservices.equifax.com/tri](http://www.myservices.equifax.com/tri) and complete the enrollment process. During the "check out" process, provide the following promotional code: CODE in the "Enter Promotion Code" box. Alternately, you may

enroll in the U.S. Mail version of the product by completing and sending the enclosed form by mail or via fax to Equifax at the phone number or address shown on the form.

Once you have enrolled, the Equifax Credit Watch™ Gold with 3-in-1 credit monitoring product will provide you with several valuable services including:

- Credit file monitoring of your Equifax, Experian, and TransUnion credit reports;
- Automatic notification of key changes to your credit files from any of the three agencies;
- Free 3-in-1 Credit Report and unlimited Equifax Credit Reports™;
- For those residing outside New York, \$20,000 in identity theft protection with \$0 deductible (subject to the terms, limitations and exclusions of the policy)<sup>†</sup>; and
- 24 by 7 live agent customer service to assist you in understanding the content of your Equifax credit information, to provide personalized identity theft victim assistance and to help you initiate an investigation of inaccurate information.

You may also want to consider placing an initial fraud alert on your credit file, which stays on your credit report for 90 days. You can do so by contacting one of the three credit reporting agencies listed below. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. As soon as one credit reporting company confirms your fraud alert, the others are notified to place a similar alert. When you place this alert on your credit report, you will receive information about ordering one free credit report from each of the credit bureaus.

- Equifax: 877-478-7625 [www.equifax.com](http://www.equifax.com); PO Box 740241, Atlanta GA 30374-0241
- Experian: 888-397-3742 [www.experian.com](http://www.experian.com); PO Box 9532, Allen TX 75013
- TransUnion: 800-680-7289 [www.transunion.com](http://www.transunion.com); Fraud Victim Assistance Division, PO Box 6790, Fullerton CA 92834-6790

Once you receive your reports, we urge you to review them carefully for inquiries from companies you did not contact, accounts you did not open, and debts on your accounts that you cannot explain. Verify the accuracy of your Social Security number, address(es), complete name and employer(s). Notify the credit bureaus if any information is incorrect. You should also be similarly vigilant in monitoring any consumer accounts you have for suspicious activity. Be sure to report suspected identity theft to the credit bureaus, to the company maintaining any compromised account and to the proper authorities. To learn more about how to protect yourself from identity theft, please visit [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft) or call the Federal Trade Commission hotline phone number: 1-877-IDTHEFT (438-4338).

Again, we apologize for any inconvenience or concerns this incident may cause. We are committed to assisting you in protecting yourself. If you have any questions or need additional information, you may contact Towers Perrin's information hotline at 1-800-788-2795.

Sincerely,  
Unilever United States Human Resources Department

<sup>†</sup> Identity Fraud Expense Reimbursement Master Policy underwritten by Travelers Casualty and Surety Company of America and its property casualty affiliates, Hartford, CT 06183. Coverage for all claims or losses depends on actual policy provisions. Availability of coverage can depend on our underwriting qualifications and state regulations. Coverage not available for residents of New York.  
Equifax's credit monitoring products are protected by US Patent 7,208,052