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January 13, 2011

**VIA OVERNIGHT MAIL**

Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301  
Attention: Attorney General Delaney

Re: Universal Technical Institute Incident Notification

Dear Attorney General Delaney:

We are submitting this notification on behalf of our client, Universal Technical Institute ("UTI").

On November 18, 2010, a password-protected laptop computer containing an unencrypted file with UTI applicants' personal information was stolen from the UTI offices in Phoenix. Upon learning of the theft, UTI immediately began an extensive manual investigation of the contents of the stolen laptop. The investigation recently concluded and revealed that the laptop contained the names and social security numbers of 98 UTI applicants. This incident did not affect the entire UTI student body.

UTI promptly reported the theft to the Phoenix Police Department and an investigation is currently underway. To date, the stolen laptop has not been recovered. UTI has not, however, received any information or evidence that the personal information on the stolen laptop has been accessed or misused. As a precautionary measure, UTI is notifying all affected individuals of this incident and offering them one year of credit monitoring through Experian. There is 1 New Hampshire resident potentially affected by this incident. Notification is being sent to that affected resident in the form attached hereto.

UTI has in place administrative and technical procedures consistent with safeguarding personal information. As soon as UTI learned of the theft, UTI developed and implemented a new Information Security and User Awareness training program for all UTI employees. Additionally, UTI is in the process of evaluating several encryption methods to secure all electronically-stored personal and confidential information. UTI will continue to take the necessary and appropriate steps to further secure all personal information in order to help avoid any future incidents.

Very truly yours,

Eric A. Packel



Universal Technical Institute, Inc.

Corporate Offices  
20410 N. 19<sup>th</sup> Avenue, Suite 200 / Phoenix, Arizona 85027  
Phone 623.445.9500 / Fax 623.445.9501 / Toll Free 1.800.859.7249

[www.uticorp.com](http://www.uticorp.com)

January 13, 2011

«First\_Name» «Last\_Name»  
«Address»  
«City», «ST» «ZIP\_Code»

Dear «First\_Name»,

The privacy and security of your personal information is of utmost importance to Universal Technical Institute ("UTI") and we take significant measures to protect it.

Regrettably, we are writing to notify you that on November 18, 2010, a password-protected laptop computer containing a file with your personal information was stolen from our offices in Phoenix. This incident did not affect our entire student body. The personal information contained on the laptop included the names, social security numbers and, in some instances, dates of birth and contact information of 98 UTI applicants.

UTI promptly reported the theft to the Phoenix Police Department and an investigation is currently underway. To date, the stolen laptop has not been recovered. We have, however, received no information or evidence that the information has been accessed or misused. We are making you aware of this matter because we thought it was important for you to know how seriously UTI takes this matter, the steps we are taking to remedy an incident such as this, and to fulfill requirements under state privacy laws.

In an abundance of caution, we are providing you with a free one-year membership in Triple Alert<sup>SM</sup> from ConsumerInfo.com, Inc., an Experian<sup>®</sup> company, to provide you with credit monitoring capabilities and assistance in identity theft protection, including identity theft insurance.<sup>1\*</sup> Triple Alert is completely free, and enrolling in this program will not hurt your credit score. We at UTI encourage you to enroll in this service. For instructions and additional information on how to activate your complimentary one year membership in Triple Alert from Experian, please see the information included with this letter.

UTI regrets this unfortunate incident and we are taking the necessary and appropriate steps to help prevent such incidents from occurring in the future. We are continually evaluating and modifying our practices to enhance the security and privacy of all confidential and sensitive information entrusted to us. In this instance, we implemented a new Information Security and User Awareness training program for our employees.

<sup>1</sup>Insurance coverage is not available in US overseas Commonwealth or Territories (i.e. Puerto Rico).

Universal Technical Institute, Inc. Companies

Universal Technical Institute  
Arizona, California, Illinois, Texas

Motorcycle Mechanics Institute  
Arizona and Florida

Marine Mechanics Institute  
Florida

NASCAR Technical Institute  
North Carolina

Custom Training Group  
Arizona, California, Florida, Georgia,  
Illinois, New Jersey, Pennsylvania and Texas

Additionally, we are in the process of evaluating several encryption methods to secure all electronically-stored personal and confidential information. Should you have any questions regarding this matter, please call Linda Rawles, VP of Corporate Compliance, at [REDACTED]

Sincerely,

Linda Rawles, J.D. CCEP  
VP, Corporate Compliance

### **TRIPLE ALERT ENROLLMENT INFORMATION:**

To activate your complimentary one year membership in Triple Alert from Experian, visit the website listed below and enter your individual activation code. If you prefer, you can enroll on the phone by speaking with Experian Customer Care representatives toll-free at [REDACTED]

**Triple Alert Web Site:** [REDACTED]  
**Your Activation Code:** [Insert Activation Code]  
**You Must Enroll By:** April 15, 2011

As soon as you enroll in your complimentary Triple Alert membership, Experian will begin to monitor your credit reports from Experian, Equifax<sup>®</sup> and TransUnion<sup>®</sup> on a daily basis, and notify you of key changes. This powerful tool will help you identify potentially fraudulent use of your information, and provide you with immediate assistance from a dedicated team of fraud resolution representatives should you ever need help.

#### **Your complimentary 12-month Triple Alert membership includes:**

- 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 on new inquiries, newly opened accounts, delinquencies, public records or address changes.
- 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 need be, 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.<sup>2\*</sup>

You have until **April 15, 2011** to activate this membership, which will then continue for 12 full months. To get the benefits of Triple Alert, you must enroll. If you have questions about Triple Alert, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care at [REDACTED]

### **ADDITIONAL INFORMATION:**

Whether or not you choose to enroll in Triple Alert, we recommend that you remain vigilant to the possibility of fraud and identity theft by monitoring your account statements and credit reports for any unauthorized activity. Contact information for the national credit reporting agencies is as follows:

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\* Insurance coverage is not available in US overseas Commonwealth or Territories (i.e. Puerto Rico).

**Equifax:** 800-685-1111 [www.equifax.com](http://www.equifax.com) P.O. Box 740241, Atlanta, GA 30374-0241

**Experian:** 888-397-3742 [www.experian.com](http://www.experian.com) P.O. Box 9532, Allen, TX 75013

**TransUnion:** 800-888-4213 [www.transunion.com](http://www.transunion.com) 2 Baldwin Place, P. O. Box 2000, Chester, PA 19022

If you believe you are the victim of identity theft or have reason to believe your information is being misused, you should immediately contact local law enforcement, your state attorney general and/or the Federal Trade Commission.