



Amgen Inc.
Thousand Oaks, CA 91320
www.amgen.com

November 19, 2014

[Insert Name]

[Insert Address]

Dear [Insert Name]:

Amgen Inc. respects your privacy and understands the importance of the privacy of the personal information entrusted to us. For that reason we are writing to let you know about a data security incident that involves personal information you shared with Amgen.

Amgen Inc. recently became aware that your personal information was inadvertently disclosed to an unauthorized individual. On Thursday, November 6, 2014, an Amgen vendor accidentally emailed an internal document to an individual outside Amgen. This document contained your first and last name, social security number, and address. Amgen became aware of this incident on Friday, November 7. We have confirmed that this email was sent to only one recipient outside of Amgen, and we asked that individual to permanently delete the email and its attachment. The recipient has provided us with a written confirmation that the email and attachment has been deleted, and that the information it contained has not been used in any manner or retained in any form.

We take the privacy and security of your personal information seriously and we deeply regret that this situation has occurred. However, after a thorough review of the circumstances of this incident (including the limited nature of the disclosure and our direct communication with the recipient of the email), we have determined that there is no reason to believe that your information has been or will be misused and, accordingly, we have not requested any law enforcement investigation.

We are in the process of reviewing and evaluating our existing policies and procedures to identify any additional protections that could help prevent this error from occurring again. We have also entered into discussions with our vendor to ensure that this incident is addressed and to protect against inadvertent sharing of personal information.

We recommend that you remain alert. Should you suspect any misuse of your identity, please contact law enforcement or your state Attorney General's office immediately. You can also contact the Federal Trade Commission's identity theft hotline at 877-438-4338 for more information. The FTC can also be reached through its website, www.ftc.gov, or at its main address: 600 Pennsylvania Avenue, NW, Washington, DC, 20580.

In addition, if you remain concerned, please consider obtaining a free copy of your credit report, and information about fraud alerts and security freezes, by contacting any of the three credit reporting agencies listed below. A fraud alert requires potential creditors to use what the law refers to as "reasonable policies and procedures" to verify your identity before issuing credit in your name. A fraud alert lasts 90 days, after which you can renew it by calling the credit reporting agency again. Once you place the fraud alert with one of the three agencies, they will alert the other two. In addition, you may have a right to a "security freeze." A security freeze completely blocks the information on your credit report from would-be creditors. Please contact a credit reporting agency of the FTC for more information. The relevant contact information for each of the agencies is as follows:



Amgen Inc.
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Equifax

Credit Report: 800-685-1111
Fraud Alert: 888-766-0008
Security Freeze: 800-685-1111

P.O. Box 105788
Atlanta, GA 30348
www.Equifax.com

Experian

Credit Report: 888-397-3742
Fraud Alert: 888-397-3742
Security Freeze: 888-397-3742

P.O. Box 9554
Allen, TX 75013
www.Experian.com

TransUnion

Credit Report: 877-322-8228
Fraud Alert: 800-680-7289
Security Freeze: 888-909-8872

P.O. Box 2000
Chester, PA 19022-2000
www.TransUnion.com

As an added precaution, we have arranged to have AllClear ID protect your identity for 24 months at no cost to you. The following identity protection services start on the notification date and ends on the two year anniversary thereof. AllClear SECURE is available to you automatically; no action from your part is required. You can also enroll for AllClear PRO at any time during the 24 months term; all subscriptions will expire 24 months after the date of this notification.

You have the option to enroll into AllClearID services in two different ways:

1. Online at: <https://enroll.allclearid.com/>
2. By phone at: 1-866-979-2595

AllClear SECURE: The team at AllClear ID is ready and standing by if you need help protecting your identity. You are automatically eligible to use this service – there is no action required on your part. If a problem arises, simply call 866-979-2595 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 maintains an A+ rating at the Better Business Bureau.

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 your personal information to AllClear ID. You may sign up online at enroll.allclearid.com or by phone by calling 866-979-2595 using the following redemption code: {IndividualRedemptionCode}.

Please note: Additional steps may be required by you in order to activate your phone alerts.

Please also review the attachment to this letter for further information on how to receive free credit monitoring through AllClear ID.

We regret any concern or inconvenience this incident may cause. If you have any additional questions you may contact the Amgen Privacy Office by emailing: privacyoffice@amgen.com

Sincerely,

Sari H. Ratican
Chief Privacy Officer



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Terms of Use for AllClear Secure

If you become a victim of fraud using your personal information without authorization, AllClear ID will help recover your financial losses and restore your identity. Benefits include:

- Automatic 24 months of coverage;
- No cost to you – ever. AllClear Secure is paid for by the participating Company.

Services Provided

If you suspect identity theft, simply call AllClear ID to file a claim. AllClear ID will provide appropriate and necessary remediation services ("Services") to help restore the compromised accounts and your identity to the state prior to the incident of fraud. Services are determined at the sole discretion of AllClear ID and are subject to the terms and conditions found on the AllClear ID website. AllClear Secure is not an insurance policy, and AllClear ID will not make payments or reimbursements to you for any financial loss, liabilities or expenses you incur.

Coverage Period

You are automatically protected for 24 months from the date the breach incident occurred, as communicated in the breach notification letter you received from Company (the "Coverage Period"). Fraud Events that occurred prior to your Coverage Period are not covered by AllClear Secure services.

Eligibility Requirements

To be eligible for Services under AllClear Secure coverage, you must fully comply, without limitations, with your obligations under the terms herein, you must be a citizen eighteen (18) years of age or older, reside in the United States, and have a valid U.S. Social Security number. Minors under eighteen (18) years of age may be eligible, but must be sponsored by a parent or guardian. The Services cover only you and your personal financial and medical accounts that are directly associated with your valid U.S. Social Security number, including but not limited to credit card, bank, or other financial accounts and/or medical accounts.

How to File a Claim

If you become a victim of fraud covered by the AllClear Secure services, you must:

- Notify AllClear ID by calling 1.855.434.8075 to report the fraud prior to expiration of your Coverage Period;
- Provide proof of eligibility for AllClear Secure by providing the redemption code on the notification letter you received from the sponsor Company;
- Fully cooperate and be truthful with AllClear ID about the Event and agree to execute any documents AllClear ID may reasonably require;
- Fully cooperate with AllClear ID in any remediation process, including, but not limited to, providing AllClear ID with copies of all available investigation files or reports from any institution, including, but not limited to, credit institutions or law enforcement agencies, relating to the alleged theft.

Coverage under AllClear Secure Does Not Apply to the Following:

Any expense, damage or loss:

- Due to
 - Any transactions on your financial accounts made by authorized users, even if acting without your knowledge
 - Any act of theft, deceit, collusion, dishonesty or criminal act by you or any person acting in concert with you, or by any of your authorized representatives, whether acting alone or in collusion with you or others (collectively, your "Misrepresentation")
- Incurred by you from an Event that did not occur during your coverage period;
- In connection with an Event that you fail to report to AllClear ID prior to the expiration of your AllClear Secure coverage period.

Other Exclusions:

- AllClear ID will not pay or be obligated for any costs or expenses other than as described herein, including without limitation fees of any service providers not retained by AllClear ID; AllClear ID reserves the right to investigate any asserted claim to determine its validity;
- AllClear ID is not an insurance company, and AllClear Secure is not an insurance policy; AllClear ID will not make payments or reimbursements to you for any loss or liability you may incur;
- AllClear ID is not a credit repair organization, is not a credit counseling service, and does not promise to help you improve your credit history or rating beyond resolving incidents of fraud; and
- You are expected to protect your personal information in a reasonable way at all times. Accordingly, you will not recklessly disclose or publish your Social Security number or any other personal information to those who would reasonably be expected to improperly use or disclose that Personal Information, such as, by way of example, in response to "phishing" scams, unsolicited emails, or pop-up messages seeking disclosure of personal information.

Opt-out Policy

If for any reason you wish to have your information removed from the eligibility database for AllClear Secure, please contact AllClear ID:

E-mail support@allclearid.com	Mail AllClear ID, Inc. 823 Congress Avenue Suite 300 Austin, Texas 78701	Phone 1.855.434.8077
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