



Google Inc.
1600 Amphitheatre Parkway
Mountain View CA 94043

650 253-0000 main
google.com

May 9, 2016

[REDACTED]

Dear [REDACTED],

I am writing to follow up on an email we recently sent you about an issue that involves your personal information. As we indicated in the email, we recently learned that a third-party vendor that provides Google with benefits management services mistakenly sent a document containing certain personal information of some of our Googlers to a benefits manager at another company. Promptly upon viewing the document, the benefits manager deleted it and notified Google's vendor of the issue. After the vendor informed us of the issue, we conducted an investigation to determine the facts.

The personal information contained in the document included your name and Social Security number. No other information about you or your Google benefits was contained in the document and it did not contain information about any dependents or family members. We have no evidence that any of your information has been misused as a result of this incident, and computer access logs indicate that no other individuals viewed your information before it was deleted. In addition, the benefits manager has confirmed that she did not save, download, disclose or otherwise use the information contained in the document.

We regret that this incident occurred, and are working with the vendor to help ensure that this type of issue does not happen again. We take our obligation to safeguard personal information very seriously and are notifying you so you are aware that this happened and what resources are available to you.

We have provided the attached Reference Guide to outline the available tools and resources. It contains recommendations from the U.S. Federal Trade Commission on the protection of personal information. You are entitled under U.S. law to one free credit report annually from each of the three nationwide consumer reporting agencies. To order your free credit report, visit www.annualcreditreport.com or call toll-free at 1-877-322-8228. It is always a good idea to be vigilant by reviewing your account statements and monitoring your free credit reports.

In addition, we have arranged to offer you identity protection and credit monitoring services for 24 months at no cost to you. The attached Reference Guide provides information on how to register for this service.

Again, we regret any inconvenience this may cause you. If you have any questions regarding this issue, please call [REDACTED] between 9 am and 9 pm (Eastern Time) Monday through Saturday.

Sincerely,

Teri Wisness
Director of U.S. Benefits

Reference Guide

The following tools and resources are available to you:

Order Your Free Credit Report. To order your free credit report, visit www.annualcreditreport.com, call toll-free at 1-877-322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's ("FTC") website at www.consumer.ftc.gov and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The three consumer reporting agencies provide free annual credit reports only through the website, toll-free number or request form.

When you receive your credit report, review it carefully. Look for accounts you did not open. Look in the "inquiries" section for names of creditors from whom you haven't requested credit. Some companies bill under names other than their store or commercial names. The consumer reporting agency will be able to tell you when that is the case. Look in the "personal information" section for any inaccuracies in your information (such as home address and Social Security number). If you see anything you do not understand, call the consumer reporting agency at the telephone number on the report. Errors in this information may be a warning sign of possible identity theft. You should notify the consumer reporting agencies of any inaccuracies in your report, whether due to error or fraud, as soon as possible so the information can be investigated and, if found to be in error, corrected. If there are accounts or charges you did not authorize, immediately notify the appropriate consumer reporting agency by telephone and in writing. Consumer reporting agency staff will review your report with you. If the information can't be explained, then you will need to call the creditors involved. Information that can't be explained also should be reported to your local police or sheriff's office because it may signal criminal activity.

Register for Identity Protection and Credit Monitoring Services. We have arranged with AllClear ID to offer you identity protection and credit monitoring services for 24 months at no cost to you.

AllClear SECURE: This service provides you with a dedicated investigator to help you recover possible financial losses and help restore your credit and identity in the event challenges occur. You are automatically eligible to use this service – there is no action required on your part to enroll other than placing a call. You may receive this fraud assistance service by calling [REDACTED].

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 certain information to AllClear ID. You may sign up online at enroll.allclearid.com or by phone by calling [REDACTED] using the following redemption code: [REDACTED].

Report Incidents. If you detect any unauthorized transactions in a financial account, promptly notify your payment card company or financial institution. If you detect any incident of identity theft or fraud, promptly report the incident to law enforcement, the FTC and your state Attorney General. If you believe your identity has been stolen, the FTC recommends that you take these steps:

- Place an initial fraud alert.
- Order your credit reports.
- Create an FTC Identity Theft Affidavit by submitting a report about the theft at <http://www.ftc.gov/complaint> or by calling the FTC.
- File a police report about the identity theft and get a copy of the police report or the report number. Bring your FTC Identity Theft Affidavit with you when you file the police report.
- Your Identity Theft Report is your FTC Identity Theft Affidavit plus your police report. You may be able to use your Identity Theft Report to remove fraudulent information from your credit report, prevent companies from furnishing fraudulent information to a consumer reporting agency, stop a company from collecting a debt that resulted from identity theft, place an extended seven-year fraud alert with consumer reporting agencies, and obtain information from companies about accounts the identity thief opened or misused.

You can contact the FTC to learn more about how to protect yourself from becoming a victim of identity theft and how to repair identity theft:

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)
www.ftc.gov/idtheft/

Placing a Fraud Alert on Your Credit File. You may place a fraud alert on your credit file. A fraud alert helps protect you against the possibility of an identity thief opening new credit accounts in your name. When a merchant checks the credit history of someone applying for credit, the merchant gets a notice that the applicant may be the victim of identity theft. The alert notifies the merchant to take steps to verify the identity of the applicant. You can place a fraud alert on your credit report by calling any one of the toll-free numbers provided below. You will reach an automated telephone system that allows you to flag your file with a fraud alert at all three consumer reporting agencies. For more information on fraud alerts, you also may contact the FTC as described above.

Equifax	Equifax Credit Information Services, Inc. P.O. Box 740241 Atlanta, GA 30374	1-800-525-6285	www.equifax.com
Experian	Experian Inc. P.O. Box 9554 Allen, TX 75013	1-888-397-3742	www.experian.com
TransUnion	TransUnion LLC P.O. Box 2000 Chester, PA 19022-2000	1-800-680-7289	www.transunion.com

Placing a Security Freeze on Your Credit File. You may place a "security freeze" (also known as a "credit freeze") on your credit file. A security freeze is designed to prevent potential creditors from accessing your credit file at the consumer reporting agencies without your consent. There may be fees for placing, lifting, and/or removing a security freeze, which generally range from \$5-\$20 per action. *Unlike a fraud alert, you must place a security freeze on your credit file at each consumer reporting agency individually.* For more information on security freezes, you may contact the three nationwide consumer reporting agencies or the FTC as described above. As the instructions for establishing a security freeze differ from state to state, please contact the three nationwide consumer reporting agencies to find out more information.

The consumer reporting agencies may require proper identification prior to honoring your request. For example, you may be asked to provide:

- Your full name with middle initial and generation (such as Jr., Sr., II, III)
- Your Social Security number
- Your date of birth
- Addresses where you have lived over the past five years
- A legible copy of a government-issued identification card (such as a state driver's license or military ID card)
- Proof of your current residential address (such as a current utility bill or account statement)

For Maryland Residents. You can obtain information from the Maryland Office of the Attorney General about steps you can take to avoid identity theft. You may contact the Maryland Attorney General at:

Maryland Office of the Attorney General
Consumer Protection Division

200 St. Paul Place
Baltimore, MD 21202
(888) 743-0023 (toll-free in Maryland)
(410) 576-6300
www.oag.state.md.us

For Massachusetts Residents. You have the right to obtain a police report and request a security freeze as described above. The consumer reporting agencies may charge you a fee of up to \$5 to place a security freeze on your account, and may require that you provide certain personal information (such as your name, Social Security number, date of birth, and address) and proper identification (such as a copy of a government-issued ID card and a bill or statement) prior to honoring your request for a security freeze. There is no charge, however, to place, lift or remove a security freeze if you have been a victim of identity theft and you provide the consumer reporting agencies with a valid police report.

For North Carolina Residents. You can obtain information from the North Carolina Attorney General's Office about preventing identity theft. You can contact the North Carolina Attorney General at:

North Carolina Attorney General's Office
9001 Mail Service Center
Raleigh, NC 27699-9001
(877) 566-7226 (toll-free in North Carolina)
(919) 716-6400
www.ncdoj.gov