



## U·S AIRWAYS

111 W. Rio Salado Parkway, Tempe, Arizona 85281 • Payroll Services at 480.693.3435 or 1.800.872.4780

July 18, 2013

Dear Fellow Employee:

The security of your personal information is of paramount importance to US Airways and we are writing to make you aware of a situation that occurred with our data processing vendor, Automatic Data Processing, Inc. (“ADP”) earlier this year. ADP sends your annual W-2 tax statements.

On June 6, 2013, ADP informed the company that, because of a programming error in the ADP system, it is possible for your name, social security number and your total taxable W-2 wages (collectively, the “Information”) for the tax years 2010, 2011, and/or 2012 to have been viewed by certain other US Airways employees. ADP has informed us that the programming error impacted only a subset of employees who receive electronic W-2s and that it corrected this error on May 4, 2013. In order to further protect your Information, this letter will not detail the exact circumstances of the programming error or the steps that would have to be taken to view another employee’s Information.

Here is what we have learned about the problem. Your Information could have been downloaded with another US Airways employee’s W-2, but it would not have been readily apparent to the other employee and would only be detected by the other employee if he or she took additional steps to retrieve the Information. US Airways has not received any reports that your or anyone else’s Information was seen by any unauthorized employee and has no indication that your Information was otherwise available to any other non-employee. Nonetheless, US Airways apologizes for this problem and has hired an outside law firm to conduct an investigation. Additionally, we are notifying the appropriate governmental agencies, as required by law.

While ADP has informed US Airways that it believes the likelihood that your Information was actually viewed, or will be used for any unintended purposes, is low, ADP is offering you identity protection services with a complimentary one-year membership in Experian’s ProtectMyID™ Alert. Experian is a leading credit rating services firm and their product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. Enrollment instructions are provided on the attached sheet.

Once your enrollment in ProtectMyID is complete, you should carefully review your Experian credit report for inaccurate or suspicious items on a regular basis. If you have any questions about ProtectMyID, need help understanding something on your Experian credit report, or suspect that an item on your Experian credit report may be fraudulent, please contact Experian’s customer care team at 877-371-7902.



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We further recommend that you remain vigilant in reviewing account statements and monitoring free credit reports. If you are interested in obtaining additional information regarding privacy issues, or your credit reports in general, you may contact the major consumer reporting agencies and the Federal Trade Commission. The contact information for each of those agencies follows:

- Equifax: 1-800-685-1111 (general) or 1-888-766-0008 (fraud alert); [www.equifax.com](http://www.equifax.com); Equifax Credit Information Services, Inc., P.O. Box 740241, Atlanta, GA 30374.
- Experian: 1-888-397-3742 (general and fraud alert); [www.experian.com](http://www.experian.com); Experian, 475 Anton Blvd., Costa Mesa, CA 92626.
- TransUnion: 1-800-888-4213 (general) or 1-800-680-7289 (fraud alert); [www.transunion.com](http://www.transunion.com); TransUnion, P.O. Box 6790, Fullerton, CA 92834.
- Federal Trade Commission: 1-877-438-4338; [www.ftc.gov](http://www.ftc.gov); 600 Pennsylvania Avenue, NW Washington, DC 20580.

If you would like assistance or further information, please contact Payroll Services at 480.693.3435 or 1.800.872.4780.

Sincerely,

Jill Shoop  
Managing Director, Corporate Disbursements

## Activate ProtectMyID Now in Three Easy Steps

**[Insert Name]**

1. ENSURE That You Enroll By October 31, 2013
2. VISIT the ProtectMyID Web Site: [www.protectmyid.com/redeem](http://www.protectmyid.com/redeem) or call 877-371-7902 to enroll
3. PROVIDE Your Activation Code: **[code]**

Once your ProtectMyID membership is activated, your credit report will be monitored daily for 50 leading indicators of identity theft. You'll receive timely Credit Alerts from ProtectMyID on any key changes in your credit report which could include new inquiries, new credit accounts, medical collections and changes to public records.

ProtectMyID provides you with powerful identity protection that will help detect, protect and resolve potential identity theft. In the case that identity theft is detected, ProtectMyID will assign a dedicated U.S.-based Identity Theft Resolution Agent who will walk you through the process of fraud resolution from start to finish for seamless service.

We realize that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.

### **Your complimentary 12 month ProtectMyID membership includes:**

- **Credit Report:** A free copy of your Experian credit report
- **Daily 3 Bureau Credit Monitoring:** Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian, Equifax and TransUnion credit reports.
- **Identity Theft Resolution:** If you have been a victim of identity theft, you will be assigned a dedicated, U.S.-based Experian Identity Theft Resolution Agent who will walk you through the fraud resolution process, from start to finish.
- **ExtendCARE:** Full access to the same personalized assistance from a highly-trained Fraud Resolution Agent even after your initial ProtectMyID membership expires.
- **\$1 Million Identity Theft Insurance<sup>1</sup>:** As a ProtectMyID member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

**Activate your membership today at [www.protectmyid.com/redeem](http://www.protectmyid.com/redeem) or call 877-371-7902 to register with the activation code above.**

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<sup>1</sup>Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of Chartis, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.