

Personal Data Loss and Actions You Need to Take

I am writing to let you know that a Boeing computer containing personal information for approximately 161,000 current and former Boeing employees was recently stolen. You are receiving this letter because some of your data was included in the files on this computer. Information stored on the computer included name, Social Security Number, and in some cases payroll information like bank routing number, bank account number, home address and/or date of birth. This computer theft is under investigation by law enforcement.

No credit card or account password information was on the computer, nor were Boeing's computing systems compromised. We have no evidence that the computer data has been accessed, used or disclosed. That said, we are working aggressively to mitigate the potential effects of this theft. Boeing sincerely apologizes for the inconvenience and frustration this may cause you.

What Boeing is Doing

We are providing this notice to alert you to the possibility of attempted identity theft or bank account manipulation, to explain the steps we have taken to protect against potential abuse of the information, and to inform you of the actions you should take.

I am currently leading a total review of our processes on personal data storage and eliminating vulnerabilities so we will not be subject to this type of situation again. We are in the process of a complete investigation of employee data stored on computers, and we're ensuring proper security protocol is followed for employees who work with this information.

Boeing is working with the Equifax, Experian and TransUnion credit reporting agencies to provide credit monitoring support for you. This support will be provided at no cost and will notify you of credit activity. We will share the details of this service with you as soon as possible.

Boeing has set up a web site at <http://boeingit.web.boeing.com/index.aspx?id=399> to provide you with information regarding this incident and available resources and actions you should take if you discover any identity theft or other suspicious activity.

We have also prepared TotalAccess to help you. Call 1-866-473-2016 (TTY/TDD 1-800-755-6363) for more information on your personal situation. TotalAccess will be available from 7:00am – 8:00pm CT Monday – Wednesday, November 21-23. Regular hours (7:00am -8:00pm CT Monday-Friday) resume the week of November 28. We expect an increase in call volume, so please be patient and a TotalAccess representative will help you as soon as possible.

Actions You Need to Take

We recommend you **contact one of the credit reporting agencies to alert them of this incident and place a fraud alert on your credit report.** Legally, Boeing may not initiate a credit alert for you. The initial alert will remain on your credit report for 90 days and will let creditors know to contact you before opening any new accounts in your name.

A fraud alert on your credit report does not affect your ability to get a loan or credit. Instead, it alerts a business that your personal information may have been compromised and requires them to verify your identity before issuing you credit. As part of this verification process, the business may try to contact you directly. While this may cause some short delay if you are the one applying for the credit, it ensures that someone cannot fraudulently obtain credit in your name.

As part of the fraud alert, you will receive a free credit report. Please review the report carefully. If you see anything you do not recognize or understand, call the credit agency's number listed on the report. Examples of suspicious activity include accounts you did not open, inquiries from creditors you did not initiate or an inaccurate home address or Social Security Number. Contact information for the credit reporting agencies is below should you have questions about the fraud alert or need help reading your credit report. **If you contact one of the agencies, the two others are automatically notified.**

By Web:

- **Experian** - go to <https://www.experian.com/consumer/cac/InvalidateSession.do?code=SECURITYALERT>
 - Click **“Initial Security Alert (90 days)”** link

By Phone:

- **TransUnion** – 800-680-7289
- **Equifax** – 800-525-6285

In addition, the Federal Trade Commission web site at www.consumer.gov/idtheft contains information and tips to help individuals guard against identity theft.

If you believe that you are the victim of identity theft, you should immediately contact the police and provide them a copy of this notice so that Boeing can assist them with any investigation. Be sure to obtain a copy of the police report as you may need to give copies to creditors to clear up your records.

You should also **contact TotalAccess** for the specifics on your data so that you can take appropriate action. If your banking information was part of the stolen data, you may want to contact your banking institution for assistance on appropriate next steps.

Again, we deeply regret any inconvenience or concern this causes you. Be assured we are doing everything possible to secure this data. We will be communicating with you on an ongoing basis to ensure you have the most current information on this situation.

Sincerely,



