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STATE OF HAWAII
DEPARTMENT OF TRANSPORTATION
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HONOLULU, HAWAII 96813-5097

IN REPLY REFER TO:

April 6, 2009

RE: Loss of personal information.

On March 18, 2009, an unattended laptop computer assigned to a Motor Carrier Safety Officer was discovered missing from the 5th floor of the Kakuhihewa Building located at 601 Kamokila Boulevard in Kapolei. A search was conducted by the Motor Carrier Safety Officer, but the laptop computer was not located. The Honolulu Police Department was called and a theft 2nd case is currently pending investigation.

You are receiving this notice because it is believed that an inspection record containing your name, date of birth and driver license/social security number was stored within a file kept on the missing laptop computer. We have no indication that your confidential information has been used for illegal purposes. However, this notice is given to you pursuant to HRS 487N (Security Breach of Personal Information).

The Motor Vehicle Safety Office Section has taken steps to ensure that this situation does not reoccur. All historical archives have been removed from all Motor Carrier Safety Officers' laptop computers and are now stored in a secured environment. The Motor Carrier Safety Officers will transfer all inspections, once completed, from their assigned laptop computers to the secured environment. The Motor Carrier Safety Officers have also been reminded of the proper procedures relating to the proper use, possession and security of their laptop computers.

At a minimum, individuals are advised to obtain free credit reports and to monitor their social security statements and personal accounts for unusual activity.

It is recommended that you place a fraud alert on your credit file. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. Contact any one of the three major credit bureaus. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts. Credit reports from all three credit bureaus will be sent to you, free of charge, for your review.

Equifax 800-525-6285
http://www.equifax.com/answers/set-fraud-alerts/en_cp

Experian 800-397-3742
<http://www.experian.com/consumer/cac/InvalidateSession.do?code=SECURITYALERT>

TransUnionCorp 800-680-7289
<http://www.transunion.com/corporate/personal/fraudIdentityTheft/fraudPrevention/fraudAlert.page>

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you **check your credit reports periodically**. Victim information is sometimes held for use or is shared among a group of thieves at different times. Checking your credit reports periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, **file a police report**. You may contact the Honolulu Police Department by calling 911.

We suggest you obtain a copy of any police report you file; many creditors want the information it contains to absolve you of the fraudulent debts. You should also file a complaint with the FTC at www.consumer.gov/idtheft or at 1-877-ID-THEFT (438-4338). Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcers for their investigations.

We apologize for any inconvenience this unfortunate incident has or may cause. If you have any questions or need additional information on how you can protect your personal information, call (808) 692-7661.

Very truly yours,

JIRO A. SUMADA
Deputy Director-Highways