

Important Notice about Information Security and Theft
May 21, 2007
Bulletin Text for Foremost IAs (ForemostSTAR users)

Recent incidences of identity theft at large companies have caused us to remind agents of the current procedures regarding storage and use of customer information, and the notification process when security theft happens.

To fully evaluate insurance risks, we require each customer to provide their Social Security number, home and office addresses and their driver's license number, among other personal information. If any of this information fell into the wrong hands it could be compromised. Since most of this information is stored on a desktop computer, laptop or other electronic device, you as an agent have an obligation to safeguard against unauthorized access, use and disclosure. Please take a moment and make a note of the serial number of your computer since it will be the most valuable information to have if the computer is stolen.

Prompt Communication is Vital

The most common way in which personal information security might be impacted is the theft or loss of computer equipment. In case of stolen or lost computer equipment (desktop, laptop, PDA, BlackBerry, external storage device) or paper files, you must notify the ForemostSTAR Helpdesk immediately by contacting **1-800-528-5995**. In addition, you must complete a [Security Incident Reporting Form](#) to document the incident in writing with the details of the lost or stolen equipment, the personal information on the equipment (if any), and your contact information .

Once the form is completed, save it and email it to figcorpsecurity@farmersinsurance.com or fax it to **(323) 932-4720**. Once notification is received of the theft, we will investigate to determine if impacted parties need to be notified.

You may find it helpful to [print copies](#) of the incident reporting form and keep them handy in your office and in your briefcase when you travel with your laptop.

Your first priority is prompt reporting of any incident in which personal information may be compromised. Thank you for your cooperation in this matter.