

State of Connecticut

GEORGE C. JEPSEN
ATTORNEY GENERAL



Hartford

April 27, 2011

Sent via first-class mail

Mr. Jack Tretton
President and CEO
Sony Computer Entertainment America
919 East Hillsdale Boulevard
Foster City, CA 94404

RE: Sony PlayStation Security Breach

Dear Mr. Tretton:

I write concerning the recent hacking of the Sony PlayStation Network, affecting as many as 77 million individuals and involving a wide array of personal information, including email addresses and potentially credit card information. The fact that sensitive information was apparently accessed without authorization makes me especially concerned about the possibility of financial fraud and targeted phishing scams. What is more troubling is Sony's apparent failure to promptly and adequately notify affected individuals of this large-scale breach.

The situation also raises questions about the effectiveness of Sony's measures to protect the confidentiality and security of private information that it receives from consumers. I am particularly concerned that breaches of this sort do not reoccur and that affected individuals, many of which may be children, are provided sufficient protections to safeguard their information from further disclosures. Reports indicate only that Sony has urged consumers to exercise vigilance in monitoring their credit activity, but omit any mention of any consumer assistance or protections that may be forthcoming from Sony.

Nor has there been any public reporting about refunds or other compensation that may be offered by Sony to compensate users for periods in which the network or services were unavailable to them. It also remains unclear whether information concerning users' rentals of movies and other programming through Netflix has been lost in this breach.

Thus, critical facts remain unclear to me, including the number of consumers who are impacted, the precise nature of the information involved, the cause of the breach, the steps taken to notify and protect the affected individuals, and whether new procedures have been adopted to

prevent future data breaches. Accordingly, I request that you provide answers to the questions below. Unless otherwise noted, for the purposes of the questions below, “You” and “Your” refer to Sony. Please provide responses to the following by May 11, 2011:

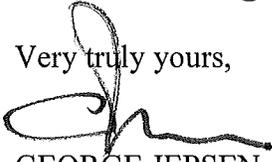
1. Please identify the total number of consumers impacted by this breach, and specifically identify the number of affected individuals with residential addresses in Connecticut.
2. Please describe in detail the PlayStation Network and how it was reportedly hacked into, including, but not limited to, all categories of information stored thereon and how the breach was discovered.
3. Please describe in detail all Sony or third-party products or services whose customers or users were affected by this breach (e.g., Netflix, PlayStation store).
4. Was any information about or relating video purchase or rental history for Netflix users compromised in or relating to this breach?
5. What security protections, if any, were employed to protect the information stored on the PlayStation Network?
6. Prior to this breach, what measures did You take to safeguard consumers’ information, including that information contained on the PlayStation Network?
7. Please describe in detail all categories of personal or private information compromised.
8. Please describe all steps that You have taken to identify the hacker(s) and prevent further use or dissemination of the information contained in the database.
9. Please provide a copy of any internal or third party investigative report or audit performed by or for You relative to this breach.
10. Please provide a copy of each police report or other information submitted to any law enforcement agency relative to this breach.
11. Please provide an outline of the plan You have developed to prevent the recurrence of such a breach and a timeline for implementing that plan.
12. Please provide the date by which You expect all notifications to be sent to affected individuals.

13. Please describe Your general policies regarding securing servers, systems and databases containing files with consumer information, as well as Your policies regarding workforce compliance.

In this era of increasing reliance on technology, it is vitally important that all entities entrusted with nonpublic personal information employ the highest levels of data security. For a company such as Sony, which manages an extremely large customer database and online network for PlayStation users, the security of consumer information is critical. The fact that children use the PlayStation Network makes this breach, and Sony's response thereto, all the more disconcerting.

I expect Sony to work with and protect any consumers harmed as a result of this breach, including Sony's apparent failure to promptly notify affected individuals.

I appreciate your cooperation in this matter and look forward to hearing from you. The information requested herein should be sent to Assistant Attorney General Matthew Fitzsimmons at 110 Sherman Street, Hartford, Connecticut 06105. Should you have any questions, you may contact AAG Fitzsimmons at 860-808-5400 or Matthew.Fitzsimmons@ct.gov.

Very truly yours,

GEORGE JEPSEN