

Dear Steam User:

If you have accessed your Steam account since November 10, 2011 you know that we had a network intrusion. We learned about this intrusion when the Steam forums were defaced on November 6. Since then our investigation of this intrusion has continued with the help of outside security experts. We now have additional information we would like to share with you. We are providing this information to you in this formal way because it might be required by your state's law.

We've recently learned that it is probable that in 2009 the intruders obtained a copy of a database with information about Steam transactions between 2004 and 2008. This database contained user names, email addresses, encrypted billing addresses and encrypted credit card information. We do not have any evidence that the encryption on credit card numbers and billing addresses has been compromised. We are still investigating and working with the Seattle FBI office.

We don't have evidence of credit card misuse. Nonetheless, you should watch your credit card activity and statements closely. You can also remain vigilant by monitoring free credit reports. Visit [www.annualcreditreport.com](http://www.annualcreditreport.com) to find out more about obtaining free credit reports. The FTC provides information about steps you can take to avoid identity theft, and about obtaining fraud alerts and security freezes—you can learn more by: visiting [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft); writing Federal Trade Commission, CRC-240, 600 Pennsylvania Ave, NW, Washington, D.C. 20580; or calling 1-877-FTC-HELP (382-4357) or 1-877-ID-THEFT (438-4338). You can also obtain information about obtaining fraud alerts or security freezes from the three major consumer reporting agencies below:

Experian	Equifax	TransUnion
<a href="http://www.experian.com">www.experian.com</a>	<a href="http://www.equifax.com">www.equifax.com</a>	<a href="http://www.transunion.com">www.transunion.com</a>
(888) 397-3742	(800) 525-6285	(800) 680-7289
P.O. Box 9554	P.O. Box 105069	P.O. Box 6790
Allen, TX 75013	Atlanta, GA 30348-5069	Fullerton, CA 92834-6790

Note that Experian, Equifax, and TransUnion may require that you write them at a different address depending upon where you reside, and what you seek from them. Please visit their website or call them in order to confirm the precise address to which you should write.

If you need additional information, visit [www.support.steampowered.com](http://www.support.steampowered.com).

We are sorry for this inconvenience.

**Valve Corporation**  
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