



OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

Lisa Madigan
ATTORNEY GENERAL

May 2, 2011

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

Dear Mr. Tretton,

It was with great concern that we learned of the security breach involving Sony PlayStation Network and Qriocity services. News reports indicate that hackers accessed the Sony systems and obtained customer information, including PlayStation Network/Qriocity password and login, and billing information. There have been conflicting reports regarding the unauthorized access of credit card numbers and expiration dates, and whether those numbers were encrypted.

To assist with our investigation into this security breach, we are requesting the following information:

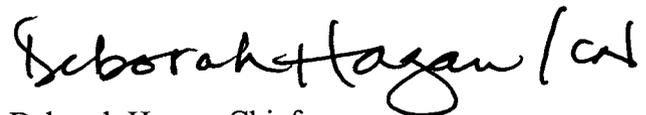
1. If Sony has been able to determine, when did hackers first access the Sony PlayStation Network and Qriocity systems?
2. What extent of the network was accessed by unauthorized individuals? If multiple servers were accessed, please indicate the data stored on each of those servers.
3. Please describe in detail all categories of personal, private, medical or financial information that were accessed by hackers as a result of this breach.
4. What security measures were in place to protect the network and various servers?
5. How did hackers access the PlayStation Network and Qriocity systems?
6. How many of the approximately 75 million affected individuals are Illinois residents?
7. How many Illinois residents received notification of the breach? Were all notifications submitted via email? If not, how many Illinois residents received written notification?
8. If further notifications are forthcoming, please identify the date on which Sony will be sending such notification letters and the number of notifications going out to Illinois residents.

9. If Sony has been able to determine, how many credit card numbers and expiration dates were accessed by hackers? Were those numbers encrypted?
10. Is credit card data stored in unencrypted format on any server? Was any such server accessed by unauthorized individuals?
11. Was any encryption code or key accessed by hackers?
12. In what way, and to what extent, is Sony rebuilding its network? What security measures will Sony add to the network as a part of this rebuild?
13. Has Sony decided to offer any credit monitoring, identity theft protection, or any other services to affected individuals?
14. What is the date of Sony's latest Payment Card Industry Data Security Standards Report on Compliance?
15. Has Sony received any complaints from Illinois residents of identity theft, credit card fraud, or financial account fraud as a result of the breach? If so, how is Sony responding to those complaints?
16. Has Sony or a law enforcement agency been able to determine the identity of the hackers?
17. Please provide all current and past versions of Sony's privacy policies related to the PlayStation Network and Qriocity systems from January 2010 to the present.

Please provide us with a detailed response to the information requested in this letter as soon as practicable, but no later than May 16, 2011. Please contact Christine Nielsen with questions or concerns.

Thank you for your anticipated cooperation in this matter.

Sincerely,



Deborah Hagan, Chief
Consumer Protection Division



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Assistant Attorney General
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Illinois Attorney General
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