

To whom it may concern:

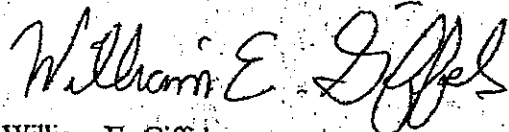
This is a basic summary of what transpired recently at the Geek Squad and the events that led up to it.

About 3-4 months ago, a customer brought her computer in for services. I believe she had a data backup done, and after the restore, we checked a few user files to make sure they were restored properly. This is common practice. At that time, another agent and I noticed one of the pictures was fairly revealing. We wondered if there was anything more revealing, and I then copied the pictures onto my personal flash drive. I did look at the pictures later, and they did contain some pictures that were, I believe, pretty close to naked. It has been several months since this happened, and I cannot definitely say what exactly was in there. This is the honest truth, as I haven't looked at them since that time. I thought I had deleted them from my flash drive, but apparently this wasn't the case.

Last Friday, Sept. 16th, I came into the store (I wasn't working) to make a few purchases. On my way to checkout, I stopped by the Geek Squad to say hello, and was informed that those pictures were on the "Tools CD" that we use on customer machines to perform various tasks including virus/spyware removal. I asked the agents who knew of this to get rid of the Tools CD's, and make new ones after deleting the files.

The "Tools CD" is on the Tech PC at the Precinct. I created the folder so we could perform our services on PC's that were unable to use the flash drives. Normally, I make updates to the folder, and we then make new Tools CD's from that. Apparently, when I created the folder, the pictures in question were still on my flash drive. I did not know they were still there. I thought I had deleted them. In fact, I was quite sure of it, and would never have copied them to the Tech PC.

I really have nothing to say in my defense. I should never have copied them in the first place. It was dumb, and I regret that lapse in judgement. I have placed Best Buy in a precarious position, both legally, and "reputationally". I cannot say how sorry I am about this. I am ashamed of my actions. I can also assure you that it has not happened at any other time. I realize that I will be disciplined, and fully expect it, but I do still wish to continue working at Best Buy on the Geek Squad.


William E. Giffels

