



February 8, 2008

RECEIVED
OFFICE OF THE ATTORNEY GENERAL
2008 FEB 12 P 3:19

Douglas Gansler
Office of the Attorney General
200 St. Paul Place
Baltimore, MD 21202

Re: Legal Notice of Information Security Breach Pursuant to MD. CODE, COMM. LAW § 14-3504(h)

To Whom It May Concern:

Cross Country Travcorps, Inc., NovaPro, Inc., and Assignment America, Inc., dba as Cross Country Staffing ("Cross Country") provides healthcare staffing services throughout the United States. As you are aware, Maryland state law requires notice to the Maryland Attorney General in the event of an information security breach involving the personal information of Maryland residents. In accordance with that requirement, we write to inform you of an information security breach concerning our employees' personal data.

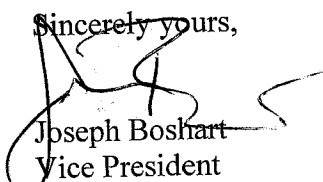
On February 1, 2008, a laptop computer was stolen from a corporate employee's car. The computer contained confidential information about some Cross Country employees, including their names, Social Security numbers and addresses. The stolen computer was password protected, but not encrypted. Our corporate employee immediately reported the incident to the local police. We have no evidence that the information stored on the laptop has been accessed or misused.

Approximately 76 Maryland residents were affected by this incident. Pursuant to legal obligations, we are notifying all affected individuals of the possible information security breach via written letter to each affected individual through first class mail, postage prepaid. Mailing will begin on February 8, 2008. For your convenience, a copy of the notice is enclosed.

The notices describe (1) the general nature of the incident, (2) the type of personal information that may be compromised, (3) the precautionary measures Cross Country is taking to help protect personal information from unauthorized access, (4) contact information for inquiries regarding the incident, (5) how to enroll in Experian's credit monitoring service, which Cross Country is making available to affected individuals free of charge for one year and (6) advice to individuals that they should consider placing a fraud alert on their credit files and review account statements and monitor free credit reports that are available to them.

Please feel free to contact us if you have questions or need more information about this incident.

Sincerely yours,



Joseph Boshart
Vice President
Enclosure



[Insert date]

[Insert full name]
[Insert street address]
[Insert City address]

Re: Important Notice

Dear [First Name of Individual]:

I am writing to inform you about a possible security breach involving your name and social security number. This information was contained on a computer that was stolen from a corporate employee's car. We deeply regret this incident. The stolen computer was password protected, but the information on the computer was not encrypted. We do not have any evidence that your information has been misused, and we believe that the likelihood of such misuse is low.

To enable you to detect any potential misuse of your information, we have contracted with ConsumerInfo.com, Inc, an Experian® company to provide you with one full year of credit monitoring at no cost to you. This credit monitoring membership will enable you to identify possible fraudulent use of your information.

Your credit monitoring product, Triple AlertSM, will identify and notify you of key changes that may be a sign of Identity theft.

Your complimentary 12-month membership includes:

- Daily monitoring of all three of your credit reports from the three national credit bureaus
- Email alerts to inform you of key changes on your credit reports
- Monthly all clear notifications
- Dedicated Fraud Resolution Representatives, should you need them
- Toll-free access to Customer Care, 7 days a week
- \$10,000 in identity theft insurance provided by Virginia Surety. No deductible.

*Due to New York state law restrictions, identity theft insurance cannot be offered to residents of New York.

You have ninety (90) days to activate this membership, which will then continue for 12 full months from the date of activation. We encourage you to activate your credit monitoring membership as soon as possible. To activate your membership, please visit <http://partner.consumerinfo.com/CrossCountry> and enter your activation code provided below. You will be instructed on how to initiate your online membership. Should you not have access to a computer, please call 866-252-0121 for additional assistance.

Your Credit Monitoring Activation Code: [insert Activation Code]

Whether or not you sign up for the Triple AlertSM credit monitoring product, it is always a good practice to regularly review activity on your accounts and to obtain your credit report from one or more of the three national credit reporting companies. You should consider contacting the institutions where you hold financial accounts and let them know of the incident so they can notify you of any suspicious account activity or take other steps to help protect you. **We are also attaching a reference guide based on guidance published by the Federal Trade Commission and other authorities to give you more information about identity theft, how to report it and how to protect yourself.**

Cross Country takes the protection of your information very seriously. We are firmly committed to protecting all of the information that is entrusted to us, and we regret any inconvenience or concern that this incident may cause you. We are reviewing our current policies and procedures with respect to such information and are committed to fully protecting all of the information that is entrusted to us. If you have any additional questions about this incident, please contact us toll-free at the following helpline number: 866-372-3349

Sincerely,

CROSS COUNTRY TRAVCORPS, INC.

Jonathan Ward, President

IDENTITY THEFT PREVENTION REFERENCE GUIDE

Identity theft, in its simplest form, occurs when someone obtains and misuses your personal information without your permission, and often without your knowledge of the activity.

We urge you to review your credit file monitoring materials carefully for inquiries from companies you did not contact, accounts you did not open, and debts on your accounts that you cannot explain. Verify the accuracy of your Social Security number, address(es), complete name and employer(s). Notify the credit reporting companies if any information is incorrect. You should also monitor any credit cards or consumer accounts you have for suspicious activity. Be sure to report suspected identity theft to the credit reporting companies, to the credit card company and to the proper authorities.

Free Fraud Alert: You should also consider placing an initial fraud alert on your credit file. This alert stays on your credit report for 90 days. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. You can do so by contacting one of the three credit reporting companies listed below.

Equifax
(877) 478-7625
www.equifax.com
P.O. Box 740241
Atlanta, GA 30374-0241

Experian
(888) 397-3742
www.experian.com
P.O. Box 9532
Allen, TX 75013

TransUnion
(800) 680-7289
www.transunion.com
P.O. Box 6790
Fullerton, CA 92834-6790

Free Credit Report: You are entitled under federal law to a free copy of your credit report from each of the major nationwide credit reporting companies once every twelve months. To order your free report from one or all of the national credit reporting companies, visit www.annualcreditreport.com, call toll-free (877) 322-8228, or complete the Annual Credit Report Request Form and mail it to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. You can print the form from www.ftc.gov/freereports. Please do not contact the three nationwide credit reporting companies individually. If you ask, only the last four digits of your Social Security number will appear on your credit reports.

Credit Freeze: In some U.S. states, you have the right to put a "credit freeze" on your credit file so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit bureaus at the numbers above to find out more information. There may be fees for placing, lifting, and/or removing a security freeze, which generally range from \$5-20 per action. To place a freeze, you will be required to provide each of the major credit bureaus with your full name, current and former addresses, Social Security number and birth date. If you are not an identity theft victim (for which fees are often waived), you will also be required to provide a check, money order, or credit card payment information.

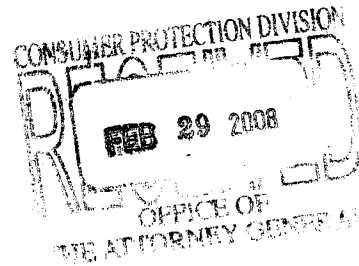
To learn more about protecting yourself from identity theft, visit www.ftc.gov/bcp/edu/microsites/idtheft/ or call the Federal Identity Theft Hotline (438-4338).

Hotline: 1-877-

NO
MOOAG
Phone #

February 27, 2008

A. Hugh Williams
Administrator
Identity Theft Program
Office of the Attorney General
200 St. Paul Place
Baltimore, MD 21202



Re: Clarification/Supplement to Legal Notice of Potential Information Security Breach

Dear Mr. Williams:

By letter dated February 8, 2008, Cross Country Travcorps, Inc., NovaPro, Inc., and Assignment America, Inc., dba as Cross Country Staffing ("Cross Country") notified the Attorney General's office of an information security breach concerning some of our employees' personal data. We are writing to clarify an inadvertent factual error included in our February 8, 2008 letter.

That letter stated that a laptop computer was stolen from a corporate employee's car on February 1, 2008. The letter should have reflected that Cross Country's senior management and legal department were informed on February 1, 2008 that a laptop that likely contained personal information of past and present employees had been reported stolen.

The theft actually occurred on or about December 16, 2007. The corporate employee reported the theft to our Information Technology Department and also the local police. The employee's initial assessment was that, with the exception of some of the employee's own personal information, no sensitive information was stored on the laptop. It was subsequently determined on January 31, 2008, after an internal investigation, that the laptop likely contained personal information relating to past and present employees. Cross Country's senior management and legal department were notified on February 1, 2008, who then immediately took steps to properly notify all affected individuals of the incident which was done via written letter dated February 8, 2008.

Pursuant to your letter of February 21, 2008, we are also enclosing a copy of a supplemental letter to affected residents addressing the issues you identified.

Sincerely,

CROSS COUNTRY TRAVCORPS, INC.



Jonathan Ward, President

February ____, 2008

Re: Supplement to February 11, 2008 Letter

Dear [Maryland resident]:

By letter dated February 11, 2008, we notified you of a possible information security breach involving your name and social security number. As you are aware, we are firmly committed to protecting your information and to helping you guard against the misuse of this information. This supplemental letter is to provide you with guidance on how you may contact the Maryland Attorney General's office for information on steps you can take to prevent identity theft.

You may contact the Maryland Attorney General's office for such guidance using the following contact information:

Md. Office of the Attorney General
Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
1-888-743-0023
www.oag.state.md.us

If you have any further questions, please do not hesitate to contact us at toll-free at 866-372-3349.

Sincerely,

CROSS COUNTRY TRAVCORPS, INC.

Jonathan Ward, President

Guide to Placing a Security Freeze

Equifax: To place a security freeze with Equifax you must by certified mail send your name; address; date of birth; Social Security number; proof of current address such as current utility bill; and payment of applicable fees (\$5 for Massachusetts residents) to Equifax Security Freeze, P.O. Box 105788, Atlanta, GA 30348.

Fees may be paid by personal check, American Express, MasterCard, VISA, and Discover Cards. If you are paying by credit card, include the name of the card holder as it appears on the credit card; type of credit card; full account number; and expiration date (month and year) as well as the four-digit card verification number (for AmEx) or three-digit card verification number (for other cards).

Experian: To request a security freeze with Experian, send your full name (including middle initial and generation, such as Jr., Sr., II, III, etc.); Social Security number; date of birth; current address and previous addresses for the past two years; and payment of applicable fees (\$5 for Massachusetts residents) to Experian Security Freeze, P.O. Box 9554, Allen, TX 75013.

Also enclose one copy of a government issued identification card (e.g., driver's license, state or military ID card) and one copy of a utility bill, bank or insurance statement, or other proof of address. Make sure that each copy is legible, displays your name and current mailing address, and the date of issue (statement dates must be recent).

TransUnion: To add a security freeze to your credit report with TransUnion, submit a written request (MN, NM, DC and ND residents may make their request by telephone by calling 888-909-8872. Residents of Massachusetts, New York, New Jersey, and West Virginia may make their requests via overnight mail). Your request must include your name, address, Social Security Number and a credit card number and expiration date to pay the applicable fee, if any, for the service. The fee is \$5 for Massachusetts residents. Please also include proof of your current residence, such as a state issued identification card or driver's license.

Mail your written request to: TransUnion, Fraud Victim Assistance Department, P.O. Box 6790 Fullerton, CA 92834. (New York, New Jersey, and West Virginia residents making their request via overnight mail may send their requests to TransUnion, Fraud Victim Assistance Department, 1561 E. Orangethorpe Ave. Fullerton, CA 92831.)

Each national credit reporting agency (Equifax, Experian **and** TransUnion) will waive the \$5 fee for placing a security freeze for identity theft victims. If you experience identity theft, report the incident to law enforcement and submit a copy of such police report, identity theft report, or other law enforcement agency report, such as a DMV report to each credit reporting agency. Once the report is verified, you will be allowed to place a security freeze free of charge.

From: Origin ID: BCTA (800)347-2264
S Ball
CCHC57
6551 Park of Commerce Blvd NW
200
Boca Raton, FL 33487



Ship Date: 28FEB08
Act/Wgt: 1 LB
System#: 2549663/INET8011
Account#: S *****

Delivery Address Bar Code



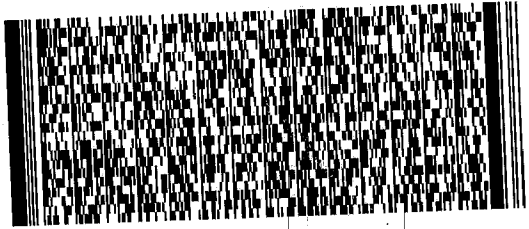
Ref # 1106 CCORP
Invoice #
PO #
Dept # 1106 CCORP

SHIP TO: 800-440-5641 **BILL SENDER**
Identity Theft A. Hugh Williams
Office of Attorney General
200 SAINT PAUL PL

BALTIMORE, MD 212022004

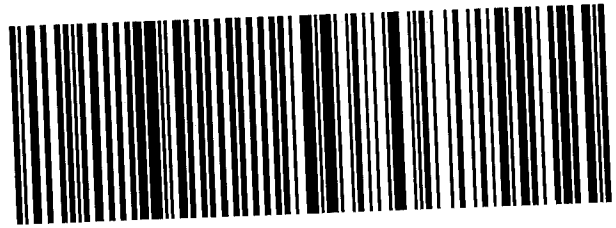
TRK# 7998 0996 6907
0201

FRI - 29FEB A1
PRIORITY OVERNIGHT



EG ODMA

21202
MD-US
BWI



Shipping Label: Your shipment is complete

1. Use the 'Print' feature from your browser to send this page to your laser or inkjet printer.

2. Fold the printed page along the horizontal line.

3. Place label in shipping pouch and affix it to your shipment so that the barcode portion of the label can be read and scanned.

Warning: Use only the printed original label for shipping. Using a photocopy of this label for shipping purposes is fraudulent and could result in additional billing charges, along with the cancellation of your FedEx account number.

Use of this system constitutes your agreement to the service conditions in the current FedEx Service Guide, available on fedex.com. FedEx will not be responsible for any claim in excess of \$100 per package, whether the result of loss, damage, delay, non-delivery, misdelivery, or misinformation, unless you declare a higher value, pay an additional charge, document your actual loss and file a timely claim. Limitations found in the current FedEx Service Guide apply. Your right to recover from FedEx for any loss, including intrinsic value of the package, loss of sales, income interest, profit, attorney's fees, costs, and other forms of damage whether direct, incidental, consequential, or special is limited to the greater of \$100 or the authorized declared value. Recovery cannot exceed actual documented loss. Maximum for items of extraordinary value is \$500, e.g. jewelry, precious metals, negotiable instruments and other items listed in our Service Guide. Written claims must be filed within strict time limits, see current FedEx Service Guide.