

Reporting Form
For Business, Individual, or NY State Entity Reporting A
“Breach of the Security of the System”
Pursuant to the Information Security Breach
And Notification Act (General Business Law §889-aa;
State Technology Law §208)

Name of Business, Individual or State Entity: Aetna Inc.
Date of Discovery of Breach: April 14, 2006
Estimated Number of Affected Individuals: approximately 847 (an updated “Reporting Form: will be sent if our ongoing analysis reveals a material difference in the number affected)
Date Notification Sent To Affected Individuals April 24, 2006

Manner of Notification: written notice
 electronic notice (email)
 telephonic notice

Are you requesting substitute notice: Yes No (If yes, attach justification)

Content of Notification to Affected Individuals: Describe what happened in general terms and what kind of information was involved. Please attach a copy of Notice

On April 14, 2006 an Aetna employee’s laptop computer with approximately 39,000 records containing personal information, including social security numbers, was stolen. The theft did not occur in the state of New York.

There is no indication that data on the laptop, which was password secured, has been compromised, and we have no reason to believe that there has been any unauthorized use of it. Nevertheless, notification of the individuals who potentially may be affected began on April 20, 2006 and was substantially complete as of close of business April 24, 2006. The notices urge the potentially affected individuals to place fraud alerts on their credit files and the notices also provide contact information for the following reporting agencies: Equifax, Experian and TransUnion.

Name of Business or Individual Contact Person: Thomas A. Young

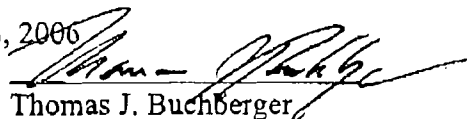
Title: Chief Privacy and Security Officer

Telephone Number: (860) 273-7461

E-mail: YoungTA@Aetna.com

Dated: April 28, 2006

Submitted by:


Thomas J. Buchberger

Title: Senior Compliance Officer

E-mail: BuchbergerTJ@Aetna.com

Telephone: (860) 273-4205

Fax: (860) 754-9736

APR. 28. 2006 5:37PM

AETNA

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151 Farmington Ave., RE4K
Hartford, CT 06156
860-273-4205
Fax: 860-734-9736

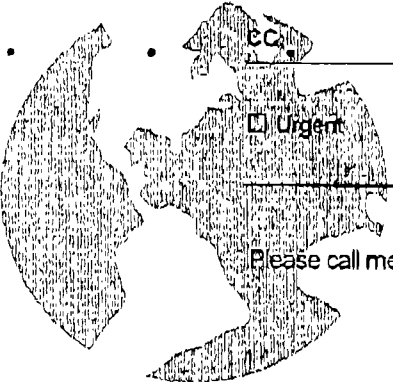


facsimile transmittal

To: CPB: Security Breach Notification Fax: 518-474-2474

From: Thomas J. Buchberger Date: 4/28/06

Re: Attached Pages: 5 *2* (including cover sheet)



Urgent For Review Please Comment Please Reply Please Recycle

Please call me if you have any questions. Thank you.

If you are having a problem receiving this fax, please call Lorraine Hawley at 860-273-7783.



Internet Enrollment

Equifax has a simple Internet-based verification and enrollment process.

Visit: www.myservices.equifax.com/monitor_order

- o Step 1 – Registration: complete the form with your contact information (name, address, telephone #, Social Security Number, date of birth, e-mail address). The information is provided in a secured environment.
- o Step 2 – Verify Your Identity: Equifax will verify your identity by asking you up to two security questions.
- o Step 3 – Order Summary: During the "check out" process, provide the following promotion code: **xxxxxx** in the "Enter Promotion Code" box (case sensitive, no spaces). After entering your code press the "Apply Code" button and then the "Submit" button at the bottom of the page. (This code eliminates the need to provide a credit card number for payment.)
- o Step 4 - Go to the Member Center – Under "Product List" select Credit Watch Gold with 3-in-1 Monitoring to access the product features.

Individuals can also find further general information about identity fraud by accessing the:

- o U.S. Federal Trade Commission site at http://www.consumer.gov/idtheft/con_pubs.htm
- o Federal Trade Commission site at http://www.consumer.gov/idtheft/con_steps.htm

Aetna has comprehensive security policies, including technical and physical safeguards, to protect members' confidential information. Unfortunately, those policies were not followed in this instance. We are taking this situation extremely seriously and taking steps to further strengthen our own internal protections. **We are strongly reinforcing to all of our employees the need to strictly follow our stringent data security policies.**

We have established an information center custom website for you at <https://www.xxxxx.com>. The access password is xxxxxx. You may also call us at 1-888-xxxxxx. This phone number has been specifically established to address your questions surrounding this data security incident. Customer Service Representatives are available Monday-Friday from 8:00 A.M. to 9:00 P.M. Eastern Time.

Thank you for your patience and understanding. We sincerely apologize for the inconvenience and concern this has caused you.

Sincerely,

Ronald A. Williams
Chief Executive Officer and President
Aetna Inc.

VERSION 2: TO BE USED FOR PARTICIPANTS WHOSE PERSONAL HEALTH INFORMATION (INCLUDING SSN) HAS BEEN REVEALED

April 21, 2006

Dear xxxxx:

We want to inform you of a recent data security incident that may affect you as a member of an Aetna-administered health plan.

An Aetna laptop computer containing some personal member information was stolen on Friday night, April 14, from an Aetna Account Executive's personal car after normal business hours when the Account Executive parked the car in order to run a personal errand. The laptop contained electronic files, containing varying amounts of personal and/or medical information for xxxxx employees, that Aetna was using to assist xxxxx program participants enrolled in the medical and dental benefit plans administered by Aetna. Information about you was included on the laptop that was taken, including your name, address, Aetna I.D., date of birth, an indicator related to your enrollment in a Healthy Outlook* voluntary disease management program (diabetes or heart failure), gender and Social Security Number (SSN). No health claim information or personal banking information was included.

At this time, we have no reason to believe this incident will lead to fraudulent credit applications or other identity theft crimes. Nevertheless, we wanted to notify you promptly of this possibility, and to offer you, at Aetna's expense, a credit monitoring service to quickly identify any potential misuse of your information. Aetna is cooperating fully with law enforcement officials in their investigation of this matter.

Steps to Take to Protect Your Identity

We urge you to **place an initial fraud alert on your credit file**. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. You may call any one of the three major credit reporting companies. As soon as one credit reporting company confirms your fraud alert, the other credit agencies are notified to place a similar alert. An initial fraud alert stays on your credit report for 90 days and is available without charge.

Here is how you can contact the major credit reporting companies. Again, you only need to contact one, and the others will be notified:

- 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; Fraud Victim Assistance Division, P.O. Box 6790, Fullerton, CA 92834-6790

Under federal law, you are entitled to a free copy of your credit report, at your request, from each of the major nationwide credit reporting companies once every 12 months. To order your free annual credit 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/credit.

Once you receive your reports, review them 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.

Additional Credit Monitoring Assistance

In addition, Aetna will pay for **3-in-1 monitoring service** for you through Equifax for a period of one year. Equifax 3-in-1 monitoring:

- Alerts you (daily via email and wireless devices, and monthly via mail) to changes in credit card balances;
- Provides unlimited access to your Equifax Credit Report;
- Includes one Equifax, Experian and TransUnion 3-in-1 Credit Report;
- Provides access to live customer support upon enrollment; and
- Provides up to \$20,000 in Identity Fraud Expense Coverage with no deductible.

You will be able to enroll in the 3-in-1 monitoring service by using the following promotion code **xxxxx**. In order to proceed with your registration and enroll for Equifax Credit Watch™ Gold with 3-in-1 Monitoring identity theft protection service, you should contact Equifax via the Internet, as described below.