

MUTUAL of OMAHA INSURANCE COMPANY
Mutual of Omaha Plaza
Omaha, NE 68175
402 342 7600
mutualofomaha.com



January 9, 2007

New York State Consumer Protection Board
5 Empire State Plaza, Suite 2101
Albany, NY 12223

RE: Mutual of Omaha Insurance Company

Mutual of Omaha is committed to protecting the privacy of the information entrusted to us by our customers. However, we want to advise you that a breach of security incident has occurred that has resulted in Mutual of Omaha sending breach notification letters to five (5) residents of your state. The notification letters were mailed on December 20, 2006. A copy of that notification letter is attached. We have also sent notice of this incident to the New York State Attorney General and the New York State Office of Cyber Security and Critical Infrastructure, as required under New York law.

On October 26, 2006, a satellite office for a firm we contract with for business services, Concentra Preferred Systems, was burglarized and a lock box containing back-up data tapes was stolen. We have determined that the tapes stolen from Concentra Preferred Systems contained data from Mutual of Omaha which included names and Social Security numbers. Law enforcement is involved in the case and an investigation is underway to apprehend the perpetrators and return the stolen property. Based on the nature of the crime, which included thefts from six businesses in the same office building, Concentra Preferred Systems advises that authorities investigating the case believe the perpetrators are common thieves looking for cash or items that are easy to pawn and do not believe this is the act of sophisticated criminals targeting specific data.

However, because the information that was on the back-up tape included names and Social Security Numbers, we will offer credit-monitoring service to affected individuals that will help them detect any misuse of their personal information. Mutual of Omaha has arranged with Equifax Personal Solutions to provide this service at no cost for one year.

Concentra has taken several additional security measures at the office where the break-in occurred, including implementation of alarms, exterior lighting, and new locking mechanisms. They have also provided their plans to Mutual of Omaha describing other security control measures to be installed. Mutual will closely monitor Concentra's completion of these measures, and will recommend others if appropriate.

We deeply regret this incident and any inconvenience it may cause. Be assured Mutual of Omaha is committed to safeguarding the personal information of our customers. We will continue to cooperate with Concentra Preferred Systems and law enforcement authorities to identify and apprehend those responsible for the theft.

If you have questions regarding this matter, please contact me at the number below.

Sincerely,

Dana Bradfield
Enterprise Privacy Office
I/S Security & Risk Management Division
(402) 351-2789

Attachment

MUTUAL of OMAHA INSURANCE COMPANY
Mutual of Omaha Plaza
Omaha, NE 68175
402 342 7600
mutualofomaha.com



December 20, 2006

NAME
ADDRESS
CITY, STATE, ZIP

Mutual of Omaha is committed to protecting the privacy of the information entrusted to us by our customers. However, we want to advise you that on October 26, 2006, the office of a firm we contract with for business services, Concentra Preferred Systems, was burglarized and a lock box containing back-up data tapes was stolen. We have determined that the tape stolen from Concentra Preferred Systems contains data from Mutual of Omaha that included your name and Social Security Number.

Law enforcement is involved in the case and an investigation is under way to apprehend the perpetrators and return the stolen property. Based on the nature of the crime, which included thefts from six businesses in the same office building, Concentra Preferred Systems advises that authorities investigating the case believe the perpetrators are common thieves looking for cash or items that are easy to pawn and do not believe this is the act of sophisticated criminals targeting specific data.

Retrieving data from the back-up tapes is a time-consuming process that would require specialized hardware, specific software and a great deal of technical expertise. This level of sophistication exceeds the capabilities of the typical computer user. Therefore, the probability of anyone accessing and correctly interpreting the data on the tapes is highly unlikely.

However, because the information about you that was on the back-up tape included your name and Social Security Number, we want to offer you a service – *at no charge to you* -- that will help you detect any misuse of your personal information. Mutual of Omaha has arranged with Equifax Personal Solutions to help you protect your identity and your credit information at no cost to you. The attachment to this letter provides more information about the service that Equifax provides and includes enrollment instructions. You must enroll within the next 90 days to take advantage of this offer. Again, you may sign up for this one-year service *at no charge to you* as an extra measure of security.

We deeply regret this incident and any inconvenience it may cause you. Be assured Mutual of Omaha is committed to safeguarding the personal information of our customers. We will continue to cooperate with Concentra Preferred Systems and law enforcement authorities to identify and apprehend those responsible for the theft.

If you have questions about this letter, please contact a Mutual of Omaha customer service representative at (800) 796-5403.

Sincerely,

Rachelle Bruning
Vice President
Policyowner Services

