



INSURANCE SERVICES

BANKER BENEFITS, 1303 J STREET, SUITE 600, SACRAMENTO, CA 95814-2939 T. 916.441.7377 F. 916.441.5756

June 30, 2008

Office of Consumer Protection
Honolulu office
Leiopapa A Kamehameha Building
235 South Beretania Street, Suite 801
Honolulu, Hawaii 96813

Re: Data Breach of Colt Express (California)

Dear Sir/Madam:

This is a notice of a data breach. I write on behalf of Banker Benefits, a California company that, among other things, provides medical insurance sales and administration. On June 9, 2008 we became aware of a theft of computer equipment from the premises of Colt Express, a company with a principal place of business of 2125 Oak Grove Road, Suite 210 Walnut Creek, CA 94598-3400. Colt Express is a company that is not affiliated with Banker Benefits that had provided services to Banker Benefits from April 2003 to December 2006. According to Colt Express, the incident occurred on May 26, 2008 and affected approximately 50,000 individuals who had obtained health insurance through Banker Benefits. The records contained social security numbers and dates of birth, but no health information or any other sensitive information. These individuals are employees of banks in California and their dependents, and the vast majority live in California.

Banker Benefits, in coordination with affected California banks, delivered most of the data breach notices to affected persons, as required by California law. The remainder are being processed for delivery. The notice includes consumer tips and provision of one year of credit monitoring at Banker Benefits' expense. Please see the form letter attached. This notice is provided to your office because a small number of persons affected may live in [name of state]. Banker Benefits is providing this notice on its own behalf and not of Colt Express. If you have any questions, please do not hesitate to contact me.

Sincerely,

Leland Chan
General Counsel

cc: Sam Colt, Colt Express

STATE OF HAWAII
OFFICE OF CONSUMER PROTECTION
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RECEIVED



BANKER BENEFITS, 1303 J STREET, SUITE 600, SACRAMENTO, CA 95814-2939 T. 916.441.7377 F. 916.441.5756

June 30, 2008

[Name]
[Street Address]

Re: Notice of Potential Data Breach

Dear Valued Customer:

We are sending this notice to you because we have learned that a service provider retained by Banker Benefits called Colt Express Outsourcing Inc. experienced a theft of computer equipment at its premises, resulting in the potential loss of your personal information. Banker Benefits was formerly the administrator of [Bank Name]'s health insurance plan. Colt Express provided services for Banker Benefits between April 2003 to December 2006. The breach occurred on May 26, 2008 but was not disclosed by Colt Express until mid June.

We are very serious about protecting information about our customers, and we sincerely apologize that this incident occurred. According to Colt Express, the potentially compromised information include names, social security numbers, and dates of birth. No medical data was taken. We have no indication that the information has been accessed or misused. Nevertheless, we encourage you to take the precautions described below to reduce any potential risk to you.

As a matter of course, you should obtain your credit report from each of the three major credit bureaus. As you are entitled by law to obtain a free report annually from each of the bureaus, a good practice is to stagger your requests throughout the year. You may obtain the free reports online at www.annualcreditreport.com or by calling 877 FACTACT. You may also consider placing a 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. To do so call:

| | |
|-------------|--------------|
| Equifax: | 800-525-6285 |
| Experian: | 888-397-3742 |
| TransUnion: | 800-680-7289 |

At your option, and at no charge to you and in cooperation with [Bank Name], we have also arranged to make available to you 12 months of a credit monitoring service. This service, provided through Deluxe Corp., includes proactive credit monitoring, an initial credit report, security alerts, as well as recovery support and resources should you become a victim of identity theft. To activate this service visit <http://www.deluxe-idtheftblock.com/> and use the validation

code [deleted] This service is available for persons 18 or older. (Please see attachment on protecting minors). Upon expiration of the service you will not be billed. If you have any questions, please contact [deleted].

We apologize again that this situation has occurred and for any inconvenience or worry it may cause you.

Sincerely,

Leland Chan
General Counsel

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Tips regarding minors

Do children have credit files? A credit bureau file comes into existence when a report (from a creditor, for example) is first furnished to a credit bureau. Since children do not use credit, they normally do not have credit files. There are some cases that appear to be identity theft but are not. Receiving credit card solicitations in your child's name is usually an innocent marketing tool sent by a marketer because your child has a frequent flyer number or you opened a savings account for your child.

Should I try to find out whether my child has a file? The credit reporting agencies do not recommend that you check your child's credit report unless you have an indication of a problem. To order reports unnecessarily could trigger a credit bureau's systems and potentially create a credit report. If actual ID theft is suspected (see below), then it is possible for a parent or guardian to confirm whether an account has been opened for a child fraudulently.

How do I know if my child's ID is being used? The signs can vary, but typical indicators of fraud and/or stolen identity (for anyone, including a child) include:

- A creditor informs you that it received an application for credit with your name and Social Security Number.
- Incoming calls or letters state that you have been approved or denied by a creditor to which you never applied (as distinguished from junk "pre-approved" solicitations).
- You receive credit card, utility or telephone statements in your name and address for which you never applied.
- You notice that some of your mail, such as credit card statements, is no longer delivered to you.
- Your credit card statement includes purchases that you don't recognize.

- A collection agency tells you they are collecting for a defaulted account established with your identity, but you never opened the account.

What should I do if I suspect identity theft? The following link to the California Office of Privacy Protection has an information sheet on what to do if your child becomes a victim of ID theft: http://www.oispp.ca.gov/consumer_privacy/consumer/documents/pdf/cis3benglish.pdf It includes instructions on how to obtain a credit report for your child.