



Esther Zukeran /DCCA
02/15/2008 09:07 AM

To Edna M Kelley/DCCA@DCCA
cc
bcc
Subject Fw: Nationwide Insurance Company

----- Forwarded by Esther Zukeran/DCCA on 02/15/2008 09:06 AM -----



MININGL@nationwide.com
02/15/2008 08:55 AM

To dcca@dcca.hawaii.gov
cc
Subject RE: Nationwide Insurance Company

To Whom it May Concern,

I am writing this letter on behalf of Nationwide Insurance Company.

Background

In December, Nationwide's Office of Privacy received information from Nationwide Financial (NF) indicating that former NF employees, specifically internal wholesalers and Regional Vice Presidents, were improperly accessing an NF computer application. By accessing the computer application, the former employees were able to see pending proposals, pricing, existing case information and the personal information of current Nationwide customers. An investigation was immediately initiated. Nationwide determined that 9 former NF employees were inappropriately accessing an NF computer application and as a result the information of 4 Hawaii residents was compromised. We believe that the intent of the former employees was to obtain proprietary business information in order to gain a competitive advantage for their new employer, not to obtain or use information for identity theft. To date, no incidences of potential or actual identity theft have been reported. The root cause of this incident was Nationwide's failure to revoke the access rights of the 9 former employees upon their departure. These rights have since been revoked. Nationwide will also be contacting the former employees' current employers to discuss this matter.

We Plan to Help

On February 15, 2008, notification of this incident will be sent to all affected individuals and each will be offered free-credit monitoring services for one year. The services will be offered through our partnership with Equifax and will provide affected individuals with notification of any changes to their credit information, \$20,000 Identify Fraud Expense Coverage and access to their credit reports. Additionally, each affected individual will receive information regarding additional resources for credit protection.

What are we doing to prevent future incidents ?

In an effort to prevent future incidents of a similar nature, Nationwide is making changes to its internal processes and procedures. These changes will help ensure that access is being revoked appropriately when former employees leave the company.

If you have any further questions regarding this incident, please contact me via e-mail at miningl@nationwide.com or telephone at (614) 249-3137.

Thank You,

Lori L. Mininger