

**North Carolina Security Breach Reporting Form
Pursuant to the Identity Theft Protection Act of 2005**

Name of Business Owning or Licensing Information Affected by the Breach: Aetna Life Insurance Company
Address: 151 Farmington Avenue – RC61
Hartford, CT 06156
Telephone: (203) 230-9828
Fax: (860) 754-9736
Email: BuchbergerTJ@Aetna.com

PLEASE SUBMIT FORM TO:
Consumer Protection Division
NC Attorney General's Office
9001 Mail Service Center
Raleigh, NC 27699-9001
Telephone: (919) 716-6000
Toll Free in NC: (877) 566-7226
FAX: (919) 716-6050

Date Security Breach Reporting Form submitted: September 16, 2008

Date the Security Breach was discovered: August 4, 2008

Estimated number of affected individuals: 520

Estimated number of NC residents affected: 21

Name of business maintaining or possessing information that was the subject of the Security Breach, if the business that experienced the Security Breach is not the same entity as the business reporting the Security Breach (pursuant to N.C.G.S. § 75-65(b): Allsup, Inc. This company is a contracted service provider for Aetna Disability and performs functions related to administration of disability benefits.

Describe the circumstances surrounding the Security Breach and state whether the information breached was in electronic or paper format: We were notified by a manager of an apartment building that documents including personal information for some disability claimants had been left in an apartment after the tenant moved out. The paper documents included the names, addresses and Social Security Numbers (SSNs), of the disability claimants and in a few instances, some medical information was also included. The documents were locked up and in the possession of the manager from the time they were discovered in the vacant apartment in late June until they were turned over to an Aetna representative on August 4.

After conducting a thorough investigation, Aetna determined that the documents were mistakenly left behind by an employee of a company under contract to perform services related to administration of disability benefits. The vendor's employee had a good performance record but in this situation failed to follow the vendor's procedures by removing these documents from the workplace.

Regarding electronic information breached, state whether the information breached or potentially breached was password protected or encrypted in some manner. N/A If so, please describe the security measures protecting the information: _____

Describe any measures taken to prevent a similar Security Breach from occurring in the future: Allsup employees who service the Aetna account have been reminded that they are not permitted to removed documents related to Aetna members from the premises. In addition, Allsup personnel handling Aetna claims have completed Aetna's document retention and information privacy training, Developing additional reports to manage clerical and administrative task inventory.

Date affected NC residents were/will be notified: September 5, 2008

If there has been any delay in notifying affected NC residents, describe the circumstances surrounding the delay pursuant to N.C.G.S. § 75-65(a) and (c): There was some delay in notifying claimants while Aetna verified the identity and address of all impacted members and the cause of the breach.

If the delay was pursuant to a request from law enforcement pursuant to N.C.G.S. § 75-65(c), please include the written request or the contemporaneous memorandum.

How NC residents were/will be notified?
(pursuant to N.C.G.S. § 75-65(e))

- written notice
- electronic notice (email)
- telephone notice
- substitute notice

Please attach copy of the notice if in written form or a copy of any scripted notice if in telephonic form.



Signature:

Date: September 16, 2008

Contact Person, Title: Thomas J. Buchberger, Senior Compliance Officer

Address:

(if different from above)

Telephone: _____ Fax: _____ Email: _____