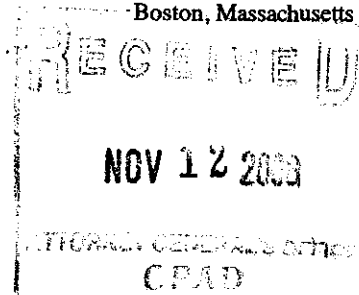




# The Commonwealth of Massachusetts Group Insurance Commission



P.O. Box 8747  
Boston, Massachusetts 02114-8747



(617) 727-2310  
Fax (617) 227-2681  
TTY (617) 227-8583  
[www.mass.gov/gic](http://www.mass.gov/gic)

November 7, 2008

Scott D. Schafer, Esquire  
Deputy Division Chief  
Office of the Attorney General  
Consumer Protection Division  
100 Cambridge Street  
Boston, MA 02114

Dear Attorney Schafer:

Pursuant to Mass. General Laws chapter 93H, s. 3(b), I am writing to notify your agency of events that were reported to the Group Insurance Commission (GIC) by Express Scripts, the GIC's pharmacy benefit vendor for our indemnity plan, currently Unicare, in which a breach in personal information protection laws occurred when such data was sent to Express Scripts in an extortion attempt.

Express Scripts first became aware of the breach in early October when it received an anonymous letter threatening to expose millions of the company's members' records on the Internet if the extortion threat were not met. The letter included personal information on 75 members, none of whom were Massachusetts residents. Express Scripts immediately reported the matter to the FBI, which is investigating. The GIC became aware of the breach on November 6, 2008, when Express Scripts contacted the GIC because another client had received an anonymous letter threatening to release personal information.

In addition to an FBI investigation, Express Scripts has hired experts in data security and forensics to investigate the matter. It is unknown at this time when Express Scripts will know if any Massachusetts residents were involved in this security breach. It is also unknown whether the breach was internal or external to Express Scripts.

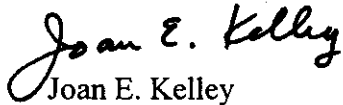
The GIC has taken and is taking the following steps relating to this incident:

1. Sent the enclosed letters to the Office of Consumer Affairs and Business Regulation, the Division of Public Records, and the Information Technology Division;

2. Been in frequent communication with Express Scripts' representatives regarding this breach and requested immediate notification when and if it appears that Massachusetts residents are involved; and
3. Monitoring the Express Scripts' website, [www.esisupports.com](http://www.esisupports.com) to follow the progress of the investigation and determine whether there are any Massachusetts residents involved.

If we learn of any additional information, we will report it to you as soon as possible. Please do not hesitate to contact me at (617) 727-2310 x 7022 if you have questions.

Sincerely,



Joan E. Kelley  
Associate General Counsel

Enclosures

cc: Lisa Boodman, General Counsel  
Dolores L. Mitchell, Executive Director  
David Sullivan, General Counsel, A&F  
Jan Fogel, Deputy General Counsel, A&F  
Linda Hamel, General Counsel, ITD  
David Murray, General Counsel, OCABR



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November 7, 2008

Alan Cote, Director  
Public Records Division  
Secretary of State, Room 1719  
One Ashburton Place  
Boston MA 02108

Dear Mr. Cote:

Pursuant to Mass. General Laws chapter 93H, s. 3(b), I am writing to notify your agency of events that were reported to the Group Insurance Commission (GIC) by Express Scripts, the GIC's pharmacy benefit vendor for our indemnity plan, currently Unicare, in which a breach in personal information protection laws occurred when such data was sent to Express Scripts in an extortion attempt.

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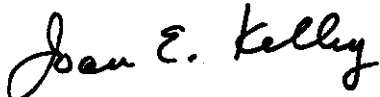
1. Sent the enclosed letters to the Attorney General's Office, the Office of Consumer Affairs and Business Regulation, and informed the Information Technology Division of the situation;
2. Been in frequent communication with Express Scripts' representatives regarding this breach and requested immediate notification when and if it appears that Massachusetts residents are involved; and is



3. Monitoring the Express Scripts' website, [www.esisupports.com](http://www.esisupports.com) to follow the progress of the investigation and determine whether there are any Massachusetts residents involved.

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Associate General Counsel

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David Murray, General Counsel, OCABR  
Scott Schafer, Assistant Attorney General, Consumer Protection



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November 7, 2008

Daniel Crane, Undersecretary  
Office of Consumer Affairs  
and Business Regulation  
Ten Park Plaza, Suite 5170  
Boston, MA 02116

Dear Secretary Crane:

Pursuant to Mass. General Laws chapter 93H, s. 3(b), I am writing to notify your agency of events that were reported to the Group Insurance Commission (GIC) by Express Scripts, the GIC's pharmacy benefit vendor for our indemnity plan, currently Unicare, in which a breach in personal information protection laws occurred when such data was sent to Express Scripts in an extortion attempt.

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November 7, 2008

Linda Hamel, Esquire  
General Counsel  
Information Technology Division, Rm. 804  
One Ashburton Place  
Boston MA 02108

Dear Attorney Hamel:

Pursuant to Mass. General Laws chapter 93H, s. 3(b), I am writing to notify your agency of events that were reported to the Group Insurance Commission (GIC) by Express Scripts, the GIC's pharmacy benefit vendor for our indemnity plan, currently Unicare, in which a breach in personal information protection laws occurred when such data was sent to Express Scripts in an extortion attempt.

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November 7, 2008

Linda Hamel, Esquire  
General Counsel  
Information Technology Division, Rm. 804  
One Ashburton Place  
Boston MA 02108

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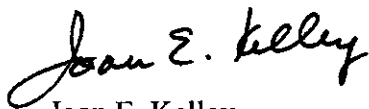
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