



EXPRESS SCRIPTS®

November 11, 2008

The Honorable Martha Coakley
Office of the Attorney General
One Ashburton Place
Boston, MA 02108

Dear Attorney General Coakley,

The enclosed Report of a Security Breach letter was received by the State of Maryland Office of the Attorney General in error.

Please do not hesitate to contact me if you have any questions.

Sincerely,

Janice C. Forsyth
Vice President and Deputy General Counsel

/JCF

Enclosure



EXPRESS SCRIPTS®

RECEIVED
OFF OF ATTY GENERAL

2008 NOV -3 P 1:52

October 29, 2008

The Honorable Martha Coakley
Office of the Attorney General
One Ashburton Place
Boston, MA 02108

Dear Attorney General Coakley,

I am contacting you pursuant to Massachusetts' Act Relative to Security Freezes and Notification of Data Breaches, Mass. Gen. Law. Ch. 93H § 1 et seq., on behalf of Express Scripts, Inc., a pharmacy benefit management company headquartered in St. Louis, Missouri.

We recently learned that certain of our customers' pharmacy benefit records had been acquired without authorization. The personal information that was acquired without authorization includes the names and social security numbers of two (2) residents of Massachusetts, and may include records containing historical pharmaceutical prescription information.

Since learning of the unauthorized acquisition of this information we have been working diligently and closely with internal and external information security experts as well as law enforcement to identify and address the source of the unauthorized acquisition and the approximate date of the incident, and to recover any personal information taken.

We are notifying the Massachusetts residents whose personal information was acquired without authorization in a mailing sent by first class U.S. mail. A copy of the form of notification is enclosed. A letter identical to this one also attaching the form of notification is simultaneously being sent to the Massachusetts Office of Consumer Affairs and Business Regulation. Please do not hesitate to contact me if you have any questions.

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Sincerely,

David E. Frimel
Corporate Security and Safety

/DEF

Enclosure

October 28, 2008

«Salutation» «mbr_frst_name» «MBR_Last_Name»
«Member_street_address»
«Member_City», «st_cd» «member_Zip»

Dear «Salutation» «MBR_Last_Name»,

I am contacting you because we recently learned of unauthorized access to information that includes your name, social security number and date of birth and may also include prescription information. Although details regarding the situation are limited and we are unaware at this time of any actual misuse of your information, we believe it is important to notify you. We continue to investigate this matter and will further advise you if we become aware that your information has been misused.

Meanwhile, to help reduce your potential risk, we are offering you free credit monitoring for two years through Equifax Credit Watch Gold with 3-in-1 Monitoring. This service monitors your credit file at all three major credit reporting agencies and notifies you of key changes that could indicate potential identity theft or unauthorized actions. You may begin receiving this free service in one of two ways. You can enroll and receive notifications through the mail by calling 1-866-937-8432 or you may choose to enroll and receive notifications online by visiting www.myservices.equifax.com/tri. In either case, you will need to provide the following promotion code when you enroll: «Code». If you wish to receive this free credit monitoring service, please enroll by October 28, 2009. We also suggest that you take steps outlined in page two of this letter to further reduce any potential risk to you.

Please know that protecting the security and confidentiality of your personal information is our top priority and we are working hard to fully investigate this matter. We apologize for any inconvenience this incident may cause and will continue with our vigorous investigation. Should you have any questions, please contact me at 866-685-2790.

Sincerely,

David E. Frimel, Senior Director
Corporate Security and Safety

/DEF

attachment

Actions you can take to safeguard your personal information

To protect against the unauthorized use of your personal information, you may want to consider placing a security/fraud alert or extended security/fraud alert on your credit bureau file. If you are enrolling in the credit monitoring service, you may wish to do so before placing the security alert. A security alert marker on your file would cause any issuer of credit to use additional scrutiny for any request for new or increased credit. This provides a significant level of protection; however, it may limit your ability to get "instant" credit such as the offers often made available at retail stores. You must contact one of the credit bureaus listed below, directly, to request this alert.

Equifax:

1-877-478-7625
www.equifax.com
P.O. Box 740241
Division
Atlanta, GA 30374-0241

Experian:

1-888-EXPERIAN (397-3742)
www.experian.com
P.O. Box 9532
Allen, TX 75013

TransUnion:

1-800-680-7289
www.transunion.com
Fraud Victim Assistance
P. O. Box 6790
Fullerton, CA 92834-6790

Some additional precautions that you can take:

- Periodically check your credit report to ensure that all your information is correct. You can obtain a free credit report once per year by visiting www.annualcreditreport.com or call (877) 322-8228. Checking your credit report periodically can help you spot problems and address them quickly.
- If you find suspicious activity on your credit reports or have reason to believe your information is being misused contact your local law enforcement agency and file a police report. Get a copy of the report when it becomes available to you and retain it for further use as many creditors want the information it contains to absolve you of potential fraudulent debts.
- Close any compromised accounts.
- You can also contact the FTC at www.consumer.gov/idtheft, or at 1-877-ID Theft (438-4338 or at 1-877-IDTHEFT (438-4338), or at Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Ave., NW, Washington, D.C. 20580.