



The Commonwealth of Massachusetts Group Insurance Commission



P.O. Box 8747

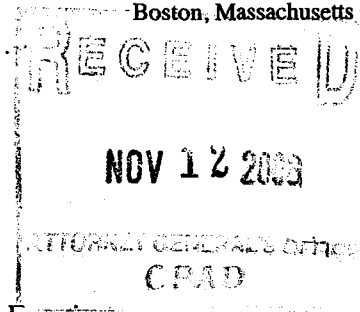
Boston, Massachusetts 02114-8747

(617) 727-2310

Fax (617) 227-2681

TTY (617) 227-8583

www.mass.gov/gic



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:

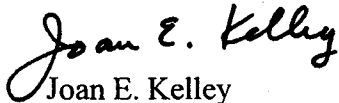
1. Sent the enclosed letters to the Office of Consumer Affairs and Business Regulation, the Division of Public Records, and the Information Technology Division;



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 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



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

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.

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.

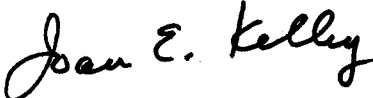
The GIC has taken and is taking the following steps relating to this incident:

1. Sent the enclosed letters to the 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 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

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
Scott Schafer, Assistant Attorney General, Consumer Protection



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

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.

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 Attorney General's Office, the Division of Public Records, 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





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

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.

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 Attorney General's Office, the Office of Consumer Affairs and Business Regulation, and the Public Records Division;





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

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.

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:

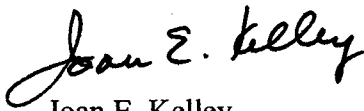
1. Sent the enclosed letters to the Attorney General's Office, the Office of Consumer Affairs and Business Regulation, and the Public Records Division;



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 is
3. Monitoring the Express Scripts' website, 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

cc: Lisa Boodman, General Counsel
Dolores L. Mitchell, Executive Director
David Sullivan, General Counsel, A&F
Jan Fogel, Deputy General Counsel, A&F
Alan Cote, Director, Public Records Division
David Murray, General Counsel, OCABR
Scott Schafer, Assistant Attorney General, Consumer Protection