



Sixty State Street, Suite 1100
Boston, MA 02109

Tel 800.893.5532 or
617.406.5200
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May 12, 2009

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

Dear Attorney General Coakley:

I am writing to inform you that Health Dialog Services Corporation, a Delaware corporation with its principal office at 60 State Street, Boston, MA 02109, is investigating a security incident involving employee personal information.

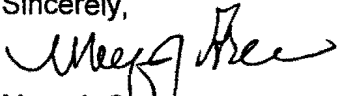
Health Dialog is a provider of healthcare decision programs and analytics. We discovered a virus on the Health Dialog network on May 5, 2009 that resulted in a compromise of company data, in particular the data stored in the Internet Explorer browser cache on Health Dialog employee computers. Our information security team successfully removed the virus from the network and we immediately launched an internal investigation. We also reported this incident to the FBI and local law enforcement. We have learned that the compromised data may include personally identifying information that employees typed while using Internet Explorer on their computers such as social security numbers, names, addresses, credit card numbers and expiration dates, user names and passwords.

Health Dialog takes such matters very seriously and we promptly provided notice to one hundred and eighty-five (185) residents of Massachusetts affected by this incident. As a precaution to help employees detect any possible misuse of personal information, we are providing one year of credit monitoring and protection services through Equifax. This service includes identity theft insurance, fraud alerts and routine credit reports with all three national credit bureaus. Additionally, we informed the employees of their right to obtain a police report and provided instructions as to how to place a security freeze or fraud alert on their credit file. A copy of the template letters that we sent to employees on May 8 and the formal notification we intend to send to employees on May 14, 2009 are enclosed.

Protecting personal information is very important to Health Dialog. We deeply regret that this incident occurred and are evaluating additional safeguards to help prevent a similar incident from occurring in the future.

We have copied the Director of the Office of Consumer Affairs and Business Regulation. If you have any questions about this incident or need further information, please contact me directly at (617) 406-5264.

Sincerely,



Myra J. Green

Sr. VP and General Counsel

Cc: Office of Consumer and Business Regulation

Attn: Director

Ten Park Plaza, Suite 5170

Boston, MA 02116

[Health Dialog Letterhead]

<First Name> <Last Name>
<Address>
<City>, <State> <Zip Code>

May [], 2009

Dear <First Name> <Last Name>,

As we previously advised you, we recently discovered a virus on Health Dialog's network that may have resulted in unauthorized access to employee personal information. Our information security team promptly removed the virus from the system. The company immediately launched an internal investigation into the incident and has notified federal as well as local law enforcement authorities. This letter serves as a formal notice of the security incident and provides additional information. In accordance with Massachusetts law, we are informing you of your right to obtain a police report and to place a security freeze on your credit report as described below.

1. *Police Report.*

You have the right to obtain any police report filed in regard to this incident and to file your own police report if you have been the victim of identity theft.

2. *Security Freeze.*

Massachusetts law permits you to place a security freeze on your credit reports. A security freeze prohibits, with certain exceptions, a consumer reporting agency from releasing any information from a consumer's credit report without written authorization from the consumer. If a security freeze is in place, it means that your credit file may not be shared with potential creditors. While a security freeze can help prevent new account identity theft, it is important to note that it may also delay or prevent timely approval of any request you make for personal loans, mortgages or other services. In addition, if you elect to register for the Equifax ID Patrol™ services we are offering, placing a security freeze on your credit file may prevent you from taking advantage of the benefits of that service.

You may place a security freeze on your credit report by sending a request in writing, by mail to all three major consumer reporting agencies at the following addresses:

Equifax Security
Freeze
P.O. Box 105788
Atlanta, GA 30348

Experian Security
Freeze
P.O. Box 9554
Allen, TX 75013

Trans Union Security Freeze
Fraud Victim Assistance
Department
P.O. Box 6790
Fullerton, CA 92384-6790

Each consumer reporting agency may charge a \$5 fee to place, temporarily lift or remove a security freeze, unless you have been a victim of identity theft and you provide a copy of a valid police or investigative report concerning the identity theft to each consumer reporting agency.

In your written request for a security freeze, you must provide the following information to the consumer reporting agencies: (1) Your full name (including middle initial as well as Jr., Sr., II, III, etc.); (2) Social Security Number; (3) Date of birth; (4) If you have moved in the past five years, supply the address where you have lived over the prior five years; (5) Proof of current address; (6) A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.); (7) If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft; and (8) If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, Master Card, American Express, or Discover cards only).

The consumer reporting agencies must place the security freeze on your credit report within three (3) business days from receiving your letter. Each consumer reporting agency must also send you a confirmation letter containing a unique personal identification number (PIN) or password within five (5) business days.

You may request a temporary lift of the security freeze for a specified period of time or to allow a specific creditor to access your credit report by sending a written request to the consumer reporting agencies by mail that includes proper identification (e.g., name, address, social security number, date of birth), the PIN number or password provided to you when you placed the security freeze, as well as information as to whom or during what time period you want your credit report to be accessible. Similarly, you may remove the security freeze entirely by sending a written request to the consumer reporting agencies by mail that includes proper identification and the PIN number or password provided to you. For both a temporary lift and removal of the security freeze, the consumer reporting agencies have three (3) business days to implement your request.

Health Dialog takes this matter very seriously. As you know from previous communications, as a precaution to help you detect any possible misuse of your personal information, we are offering you one year of free "Equifax ID Patrol™," which includes identity theft insurance, fraud alerts, Equifax counselors, and routine credit reports from all three national credit bureaus. We have already provided you with further details and instructions for registering for this service and for placing a fraud alert on your credit file.

We encourage you to regularly review and monitor your account statements and credit reports. In addition, the following human resources contacts are available to assist you with any questions or concerns you may have.

HR Site Contact	Location	Ext	External.#	E-mail	Mailing Address
Joan Gormley	Boston	5243	(617)406-5243	jgormley@healthdialog.com	60 State Street Boston, MA
Ellen Ammons	Dallas	1752	(972) 792-1352	eammons@healthdialog.com	1130 E. Arapaho Road, Suite 450 Richardson, TX 75081
Pattie Siwa	Denver	1931	(877)277-5900 x1931	psiwa@healthdialog.com	950 17 th Street – Suite 1900 Denver, CO 80202
Monica Labonville	Bedford	5054	(603)222-5900 x5054	mlabonville@healthdialog.com	2-6 Bedford Farms Drive Bedford, NH 03110
Brandi Emerson	Bedford	5783	(877)277-5900 x5783	bemerson@healthdialog.com	2-6 Bedford Farms Drive

					Bedford, NH 03110
Jodi Slotnick	Bedford	5905	(877)277-5900 x5905	jslotnick@healthdialog.com	16425 North Pima Road - Suite 300 Scottsdale, AZ 85260
Karen McGrail	Pittsburgh	1410	(877)277-5900 x1410	kmgrail@healthdialog.com	Penn Center West Penn Center Blvd. – Bldg. 4, Suite 326 Pittsburgh, PA 15276
Erin Moore	Portland	3737	(207)822-3737	emoore@healthdialog.com	2 Monument Square 2 nd Floor Portland, ME 04101
Kindell Weaver	San Antonio	1712	(210)332-1712	kweaver@healthialog.com	12500 San Pedro Ave, Suite 600 San Antonio, TX 78216

Health Dialog is committed to protecting the privacy and security of our employees' personal information. We are reviewing our information security processes and evaluating additional safeguards to the extent they are warranted. We deeply regret any inconvenience or concern caused by this incident.

Sincerely,

Myra J. Green
Senior Vice President and General Counsel

Outbound Consumer Information Letter
Equifax ID Patrol – Single communication

May 8, 2009

Employee Name

Employee Address

Employee City, State, Zip Code

Promotion Code: #####

Dear Employee (personalized or generic):

Health Dialog takes the security of its employees' sensitive personal information very seriously. In response to the recent data breach, we have arranged with Equifax Personal Solutions to help you protect your identity and your credit information at no cost to you. The steps to follow are:

1. Enroll in Equifax ID Patrol™ identity theft protection product. This product is being provided to you at no cost.
2. Additionally, you may choose to adopt an increased level of protection by placing a fraud alert on your credit file at Equifax and the other two credit reporting agencies

Enroll in Equifax ID Patrol™

Equifax ID Patrol will provide you with an “early warning system” to changes to your credit file and help you to understand the content of your credit file at the three major credit reporting agencies. The key features and benefits are listed below.

Equifax ID Patrol provides you with a 1 year membership:

- Comprehensive credit file monitoring and automated alerts of key changes to your Equifax, Experian, and TransUnion credit reports
- Ability to receive alerts if your Social Security Number or credit card numbers are found on Internet trading sites (**available online only**)
- Ability to lock and unlock your Equifax Credit Report™ (**available online only**)
- Wireless alerts and customizable alerts available
- One 3-in-1 Credit Report and access to your Equifax Credit Report™
- \$1,000,000 in Identity Theft Insurance with \$0 deductible, at no additional cost to you†
- 24 by 7 live agent Customer Service to assist you in understanding the content of your Equifax credit information, to provide personalized identity theft victim assistance and in initiating an investigation of inaccurate information.

How to Enroll

You may choose one of two options for delivery of the Equifax ID Patrol service: online delivery or US Mail delivery. As noted above, certain features of the service are only available via online delivery.

To sign up online for **online delivery** go to www.myservices.equifax.com/patrol

Note: You MUST register using the above link

1. **Consumer Information:** complete the form with your contact information (name, address and e-mail address) and click "Continue" button. The information is provided in a secured environment.
2. **Identity Verification:** complete the form with your Social Security Number, date of birth, telephone numbers, create a User Name and Password, agree to the Terms of Use and click "Continue" button. The system will ask you up to two security questions to verify your identity.
3. **Payment Information:** During the "check out" process, enter the promotion code, provided at the top of your letter, in the "Enter Promotion Code" box. After entering your code press the "Apply Code" button and then the "Submit Order" button at the bottom of the page. (This code eliminates the need to provide a credit card number for payment.)
4. **Order Confirmation:** – Click "View My Product" to access your product.

To sign up for **US Mail delivery**, dial 1-866-937-8432 for access to the Equifax Credit Watch automated enrollment process. Note that all credit reports and alerts will be sent to you via US Mail only.

1. **Promotion Code:** You will be asked to enter your promotion code as provided at the top of your letter.
2. **Customer Information:** You will be asked to enter your home telephone number, home address, name, date of birth and Social Security Number.
3. **Permissible Purpose:** You will be asked to provide Equifax with your permission to access your credit file and to monitor your file. Without your agreement, Equifax can not process your enrollment.
4. **Order Confirmation:** Equifax will provide a confirmation number with an explanation that you will receive your Fulfillment Kit via the US Mail (when Equifax is able to verify your identity) or a Customer Care letter with further instructions (if your identity cannot be verified using the information provided). Please allow up to 10 business days to receive this information.

Directions for placing a Fraud Alert

A fraud alert is a consumer statement added to your credit report. This statement alerts creditors of possible fraudulent activity within your report as well as requests that they contact you prior to establishing any accounts in your name. Once the fraud alert is added to your credit report, all creditors should contact you prior to establishing any account in your name. To place a fraud

† Insurance underwritten by member companies of American International Group, Inc. The description herein is a summary only. It does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for complete details of coverage and exclusions

This product is not intended for minors (under 18 years of age).

ID Patrol letter v1.doc

alert on your Equifax credit file, visit: www.fraudalerts.equifax.com or you may contact the Equifax auto fraud line at 1-877-478-7625, and follow the simple prompts. Once the fraud alert has been placed with Equifax, a notification will be sent to the other two credit reporting agencies, Experian and Trans Union, on your behalf.

The enrollment deadline is Friday, 15 May 2009. If you have any further questions, please contact your HR representative.

I hope that this service we are providing for you will relieve some of the concerns you may have about the protection of your personal data as a result of the recent security breach.

Yours sincerely,

Patrick Flynn
Chief Executive Office

† Insurance underwritten by member companies of American International Group, Inc. The description herein is a summary only. It does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for complete details of coverage and exclusions

This product is not intended for minors (under 18 years of age).

ID Patrol letter v1.doc