



Nichelle Maynard-Elliott
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Certified Mail – Return Receipt Requested

April 20, 2010

Maine Office of Attorney General
6 State House Station
Augusta, ME 04333

Dear Sir/Madam:

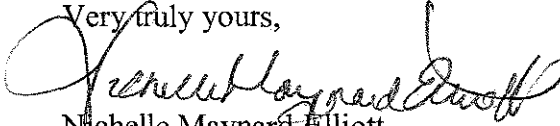
Praxair Healthcare Services, Inc. (“PHS”) experienced a theft of a company computer on February 18, 2010. The computer’s hard drive contained the personal information of 2 Maine residents. However, there is no evidence to date that their personal information has been misused in any way. Furthermore, the computer was physically damaged immediately prior to being stolen and, based on the results of our internal forensic investigation, we believe that the misuse of those customers’ personal information resulting from this incident is unlikely. Nevertheless, because the damaged computer was not entirely recovered and we cannot forensically rule out the possibility, even though remote, that the data contained on the hard drive was rendered inaccessible due to the extent of the damage, we have provided those customers with notification of the incident out of an abundance of caution.

Attached please find a copy of the letter we have mailed to the 2 Maine residents. As you will see, the letter provides the residents with information as to how to protect themselves against the possibility of identity theft. The letter also includes the contact information for the three credit reporting agencies, as well as a dedicated 800-number and email address for PHS.

PHS is taking this matter very seriously and has conducted a thorough investigation in addition to the investigation conducted by local law enforcement officials. Please be assured that we continue to take all reasonable steps to mitigate the circumstances resulting from this incident and to protect our customers’ personal information from any potential risks in the future.

We sincerely regret that this incident occurred. We take the protection of our customers’ personal information very seriously and we remain committed to continuing to address this situation with the help of law enforcement officials.

Feel free to contact me with any further questions.

Very truly yours,

Nichelle Maynard-Elliott

Attachment

CONSUMER PROTECTION DIVISION
RECEIVED
APR 26 2010

OFFICE OF ATTORNEY GENERAL



39 Old Ridgebury Road
Danbury, CT 06810-5113

April 19, 2010

Dear Valued Client/Customer:

We are writing to notify you that Praxair Healthcare Services, Inc. ("PHS") experienced a theft of a company computer on February 18, 2010. The computer's hard drive contained a limited amount of your protected health information, including your name and one or more of the following: your address, phone number, social security number, insurance provider name and policy number, or medical diagnostic code. The computer was physically damaged immediately prior to being stolen and, based on the results of our internal forensic investigation, we believe that the misuse of your personal or health information resulting from this incident is unlikely. However, because the damaged computer was not entirely recovered and we cannot forensically rule out the possibility, even though remote, that the data contained on the hard drive was rendered inaccessible due to the extent of the damage, we are providing you with this notification out of an abundance of caution.

PHS is taking this matter very seriously and has conducted a thorough investigation in addition to the investigation conducted by local law enforcement officials. Please be assured that we continue to take all reasonable steps to mitigate the circumstances resulting from this incident and to protect your personal and health information from any potential risks in the future.

There is no evidence to date that your personal or health information has been misused in any way. Nonetheless, we understand the concern that this situation may cause you and want to provide you this notification so that you can be vigilant in monitoring your financial accounts and credit reports in order to protect yourself against the possibility of identity theft.

Under U.S. law you are entitled to one free credit report a year from these three national credit bureaus:

| Credit Reporting Agency | Contact Information | Website |
|--------------------------------|---|--|
| Equifax | P.O. Box 740241 Atlanta, GA 30374 1-800-685-1111 | www.equifax.com |
| Experian | P.O. Box 2104 Allen, TX 75013-2104 1-888-397-3742 | www.experian.com |
| TransUnion | P.O. Box 2000 Chester, PA 19022 1-800-888-4213 | www.transunion.com |

If you do find suspicious activity on your credit reports, report it to your local police or sheriff's office and also to your state's Office of Attorney General.

We are sorry for any inconvenience that this might have caused you. The privacy and security of your personal and health information is a top priority at PHS and we remain committed to continuing to address this situation with the help of law enforcement officials.

Should you have any questions or need further information regarding this incident, please e-mail us at healthcare-info@praxair.com or call us toll-free at 1-877-713-4636.

Sincerely,

Peter Casazza
Compliance Officer
Praxair Healthcare Services, Inc.