

September 8, 2009



Dear [REDACTED],

As we publicly reported last fall, Express Scripts, the company that administers (or previously administered) your prescription-drug benefit, received a letter in October 2008 from an unknown person or persons trying to extort money by threatening to expose millions of our member records. We immediately notified the FBI, and an investigation is ongoing.

I am contacting you because the FBI recently received additional information and as a result we learned that the unauthorized access to information included 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.

We have set up a website, www.esisupports.com, which contains helpful information and resources for our members. We have contracted with Kroll Inc., the world's leading risk-consulting company, to provide expert assistance to members who believe their data may have been misused because of this incident. We are unaware at this time of any actual misuse of any members' personal information. If a member does experience identity theft resulting from this incident, he or she will be assigned a licensed investigator who will work with them to validate and address their concerns. We will provide identity restoration services from Kroll for all legitimate and approved cases of identity theft caused by this incident.

If you have concerns about your personal information, you may contact Kroll, at no charge to you, at 866-795-9350, Monday through Friday between the hours of 8:00 a.m. to 5:00 p.m. (Central Time), to discuss your concerns with a U.S.-based customer care representative specially trained in handling privacy breach events, fraud, and identity theft issues. The www.esisupports.com website also provides helpful information about how to protect against misuse of personal information.

Please know that protecting the security and confidentiality of our members' personal information is our top priority. We are working hard to fully investigate this matter and to support federal law enforcement in their efforts.

We apologize for any inconvenience this incident may cause and will continue with our vigorous investigation.

Sincerely,

A handwritten signature in black ink, appearing to read "David E. Frimel".

David E. Frimel, Senior Director
Corporate Security and Safety
Express Scripts, Inc.

100002-00001

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. 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
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 Division
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.

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