



EXPRESS SCRIPTS®

RECEIVED
OFF OF ATTY GENERAL

October 29, 2008

2008 NOV -3 P 1:53

The Honorable Douglas F. Gansler
Office of the Attorney General
200 St. Paul Place
Baltimore, MD 21202

Dear Attorney General Gansler,

I am contacting you pursuant to the Maryland Personal Information Protection Act, Md. Code, Commercial Law, § 14-3501 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 name and social security number of one (1) resident of Maryland, 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 Maryland resident 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.

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

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

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TOYOTA

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501

VIA FACSIMILE 410-576-6566
AND BY U.S. MAIL

November 18, 2008

Mr. Hugh Williams
Identity Theft Program Coordinator
Office of the Attorney General
200 St. Paul Place
Baltimore, MD 21202

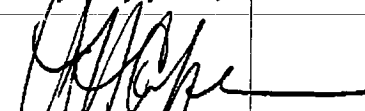
Dear Mr. Williams:

I am writing on behalf of Toyota Motor Sales, U.S.A., Inc. ("Toyota") to inform you of a security breach affecting Maryland residents. On November 6, 2008, Express Scripts, Toyota's pharmacy benefits manager, informed Toyota of an extortionate threat to disclose members' personal information, including names and Social Security numbers, to identity thieves unless Express Scripts paid a ransom. At that time, we were advised by Express Scripts that they did not believe personal information of Toyota members was at risk. Early the following week, Toyota received a similar threat directly, apparently from the same extortionists. The FBI is investigating both incidents.

Toyota has worked diligently to determine the identity of the beneficiaries of Toyota's pharmacy benefits plan managed by Express Scripts who, based upon the information currently available to Toyota, we reasonably believe may be affected by this criminal incident. Toyota has been able to determine that, as noted above, Maryland residents may be affected. Toyota sent informal e-mail notice to affected employees on November 14, 2008, and will mail the formal notice of security breach expeditiously.

If you have any questions concerning the matters discussed above, please do not hesitate to call me directly at 310-468-7737.

Very truly yours,



Alison Hoff Cohen
Managing Counsel

cc: Andrea White, Chief Privacy Officer

Telephone: 310-468-7737

Toyota Motor Sales USA, Inc.

Fax

**To: Hugh Williams
Office of the Attorney
General**

From: Kathy Harney 
For Allison Cohen, Managing
Counsel

Fax: 410-576-6566

Date: November 18, 2008

Re: Letter regarding security breach Pages: 2 (Including cover)

Attached please find the above referenced letter.

Attachment



EXPRESS SCRIPTS®

November 19, 2008

The Honorable Douglas F. Gansler
Office of the Attorney General
200 St. Paul Place
Baltimore, MD 21202

Dear Attorney General Gansler,

Further to my letter to your office dated November 12, 2008, I am contacting you on behalf of Express Scripts, Inc., a pharmacy benefit management company headquartered in St. Louis, Missouri, to provide notice pursuant to Maryland Code, Commercial Law § 14-3501 et seq., of the unauthorized acquisition of personal information.

As explained in my previous letter, our company and a small number of our clients recently received letters threatening to disclose personal information allegedly stolen from our system. Based on our investigation to date, we believe that the additional threatening letters received by our clients include the personal information of four (4) residents of Maryland, including name, date of birth, and Social Security number. On or about November 17, 2008, we sent these individuals letters by first class U.S. mail providing notice of the unauthorized access. A copy of the form of notification is enclosed.

We continue to cooperate with law enforcement authorities and to conduct an investigation with the help of outside experts in data security and computer forensics. At this time, we are not aware of any misuse of personal information caused by this incident. We have launched a website, www.esisupports.com, to provide information to assist our members in protecting against possible identity theft. In addition, we have made available to members the expert services of Kroll Inc., a leading risk consulting company, which will provide identity restoration services to members, if any, who become victims of identity theft caused by this incident.

Please contact me at 888-778-8929 if you have any questions.

Sincerely,



Janice C. Forsyth
Vice President & Deputy General Counsel

/JCF

Enclosures

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EXPRESS SCRIPTS®

November 17, 2008

Name
Address Line 1
Address Line 2

Dear [Mr./Ms. 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 also have set up a website, www.esisupports.com, that contains additional information and resources that you may find helpful. 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 making available to you the services of Kroll, Inc., a New York-based risk consulting firm and a global leader in data security. If you have concerns about your personal information, you may contact Kroll 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. If your situation appears to be tied to identity theft resulting from this incident, you will be assigned a licensed investigator who will work with you to validate and address your concerns. We will provide identity restoration services from Kroll for all legitimate and approved cases of identity theft caused by this incident. In addition to these services, 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.

Sincerely,

David E. Frimel, Senior Director
Corporate Security and Safety

/DEF

attachment



EXPRESS SCRIPTS®

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
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

It is necessary to contact ONLY ONE of these bureaus. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order a credit report from each of the three credit bureaus, free of charge, for your review.

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 by calling 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 Federal Trade Commission at www.consumer.gov/idtheft, or at 1-877-ID Theft (438-4338), or at Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue NW, Washington, D.C. 20580.



EXPRESS SCRIPTS®

November 12, 2008

The Honorable Douglas F. Gansler
Office of the Attorney General
200 St. Paul Place
Baltimore, MD 21202-2202

Dear Attorney General Gansler,

I am contacting you on behalf of Express Scripts, Inc., a pharmacy benefit management company headquartered in St. Louis, Missouri, to notify you of a threat that has been made against the company involving unauthorized access to personal information.

We recently received a letter from an unknown person or persons trying to extort money from the company by threatening to expose millions of member records allegedly stolen from our system. The letter includes personal information of 75 members, including their names, dates of birth, Social Security numbers, and in some instances, historical pharmaceutical prescription information. We notified affected individuals by letter, sent by first class mail, on or about October 28, 2008 and also notified your office, pursuant to your state breach notification law.

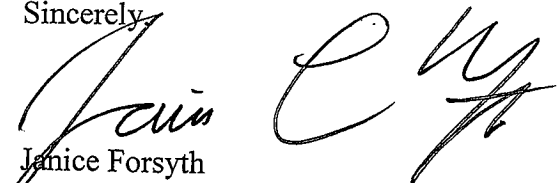
Over the course of the past week, we became aware that a small number of our company's clients also received threatening letters from apparently the same person(s), similar in form to the one that we received. These letters contain personal information of some additional members, including their names, dates of birth, and Social Security numbers allegedly stolen from our system. We are in the process of determining the addresses (including states of residency) for these members in order to send them notification letters promptly and to comply with any relevant state breach notification laws.

We immediately reported these events to law enforcement authorities and are fully cooperating with their ongoing criminal investigation. We also are conducting an investigation with the help of outside experts in data security and computer forensics. At this time, we are not aware of any misuse of personal information or that information relating to any individuals other than those identified in the letters discussed above has been accessed by the criminal(s).

We also have issued press releases dated November 6 and 11, 2008 and launched a website, www.esisupports.com, to notify our clients and members of the existence of the threat and to provide information to assist them in protecting against possible identity theft. In addition, we have made available to members the expert services of Kroll Inc., a leading risk consulting company, which will provide identity restoration services to members, if any, who become victims of identity theft caused by this incident.

Please contact me at 888-778-8929 if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Janice E. Forsyth". The signature is written in a cursive style with a large initial "J" and "E".

Janice Forsyth

Vice President & Deputy General Counsel