



**EXPRESS SCRIPTS®**

November 12, 2008

The Honorable G. Steven Rowe  
Office of the Attorney General  
State House Station 6  
Augusta, ME 04333

Dear Attorney General Rowe,

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.

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](http://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.

OFFICE OF ATTORNEY GENERAL


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CONSUMER PROTECTION DIVISION

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

Sincerely,



Janice Forsyth  
Vice President & Deputy General Counsel