



Joshua DeRienzis  
Vice President of Legal Affairs

September 15, 2008

RECEIVED

SEP 26 2008

OFFICE OF CONSUMER PROTECTION  
INVESTIGATIONS

Office of Consumer Protection  
Leiopapa A. Kamehameha Building  
235 South Beretania Street, Suite 801  
Honolulu, Hawaii 96813

To Whom It May Concern:

In accordance with HRS § 487N-1, we are providing you with written notification regarding the nature and circumstances of a recent data security incident.

We recently became aware of an incident involving unauthorized access to PSS World Medical, Inc.'s career board website. The event may have resulted in unauthorized access to certain personal information such as the name, address, date of birth, driver's license number and Social Security number of certain individuals who posted their information to the career board website. While we believe personal information may have been accessed, we have no evidence that any information has been obtained or misused. Approximately 6 Hawaii residents may be affected by this incident.

Attached for your information is a sample of the notice we plan to send to affected individuals. If you have any questions, please do not hesitate to contact me at 904-332-4122.

Very truly yours,

A handwritten signature in black ink, appearing to read "Josh DeRienzis".

Enclosures

[Insert Date], 2008

[Name  
Address]

Dear [ ]:

**What's Happening?**

**We recently became aware of an incident involving unauthorized access to PSS World Medical, Inc.'s previous career board website.**

**What does this mean to you?**

The event may have resulted in unauthorized access to certain personal information such as the name, address, date of birth, driver's license number and Social Security number of certain individuals who posted their information to the career board website. **While personal information was at risk of being accessed, we have no evidence that the information has been misused.** We nevertheless want to make you fully aware of this incident and the assistance we are providing as a result of it. We have taken steps to enhance our security procedures to help ensure that this type of incident does not happen again.

**What are we doing?**

We regret that this incident may affect you. We take our obligation to safeguard personal information very seriously and, therefore, we are alerting you so you can take steps to protect yourself from possible identity fraud. We encourage you to remain vigilant and regularly review and monitor your account statements and credit reports. The attached Reference Guide provides details on these and other steps you may wish to consider.

**What should you do?**

First, because your driver's license number may have been accessed, we recommend that you immediately contact your local department of motor vehicles. Ask them to flag your file to indicate that your license number may have been improperly accessed.

Second, to further assist you, we recommend that you register for Equifax Credit Watch, which we have arranged through the Company to provide **at no charge to you**. See the attached Reference Guide for information as to how to register.

You are also entitled under U.S. law to one free credit report annually from each of the three national credit bureaus. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll-free (877) 322-8228.

**Additional Help and Information**

The attached Reference Guide provides information on how you can register and recommendations by the U.S. Federal Trade Commission on how to further protect yourself against identity theft. You may also want to place a fraud alert or security freeze on your credit file.

We hope this information is useful to you. If you would like to speak with us, please call us toll-free at (866) 371-2502, Monday through Friday, between 9:00 AM -5:00 PM Eastern.

Again, we regret any inconvenience this may cause you.

Sincerely,

## Reference Guide

We encourage individuals receiving PSS World Medical, Inc.'s letter of [insert date] to take the following steps:

**Contact Your State Department of Motor Vehicles.** Because your driver's license number may have been accessed, we recommend that you immediately contact your local department of motor vehicles. Ask them to flag your file to indicate that your license number may have been compromised. This alert will notify staff to any attempts to tamper with your driver's license.

**Register for Equifax Credit Watch.** We recommend that you register for Equifax Credit Watch, which the Company has arranged to provide at no charge to you. Equifax will provide you with an early warning system to changes in your credit file.

### How to Enroll

Equifax has a simple Internet-based verification and enrollment process.

Visit: [www.myservices.equifax.com/tri](http://www.myservices.equifax.com/tri)

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 #s, 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, provide the following promotional code: <XXXXX> in the "Enter Promotion Code" box. (no spaces, include dash.) 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 3-in-1 Credit Report and other product features.

To sign up for US Mail delivery of the product, 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 shown above (no spaces, no dash)
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 can not be verified using the information provided).

**Order Your Free Credit Report.** To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com), call toll-free at 877-322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's website at [www.ftc.gov](http://www.ftc.gov) and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. Do not contact the three credit bureaus individually. They provide free annual credit reports only through the website, toll-free number or Request Service.

When you receive your credit report, review it carefully and look for accounts you don't recognize. Look in the "inquiries" section for names of creditors from whom you haven't requested credit. Some companies bill under names other than their store or commercial names. The credit bureau will be able to tell you when that is the case. Look in the "personal information" section for inaccuracies in your information (such as your home address or Social Security number). Errors in this information may be a warning sign of possible identity theft. You should notify the credit bureaus of any inaccuracies in your report, whether due to error or fraud, as soon as possible so the information can be investigated and, if found to be in error, corrected. If there are accounts or charges you did not authorize, immediately notify the appropriate credit bureau by telephone and in writing.

If you find items you don't understand on your report, call the credit bureaus at the number given on the report. Credit bureau staff will review your report with you. If the information can't be explained, then you will need to call the creditors involved. Information that can't be explained also should be reported to your local law enforcement authority because it may signal criminal activity.

**Contact the U.S. Federal Trade Commission.** If you detect any unauthorized transactions in your financial account, promptly notify your credit card company or financial institution. If you detect any incident of identity theft or fraud, promptly report the incident to your local law enforcement authorities, your state Attorney General and the Federal Trade Commission. If you believe your identity has been stolen, the U.S. Federal Trade Commission ("FTC") recommends that you take these additional steps:

- Close the accounts that you have confirmed or believe have been tampered with or opened fraudulently. Use the FTC's ID Theft Affidavit (available at [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft)) when you dispute new unauthorized accounts.
- File a local police report. Obtain a copy of the police report and submit it to your creditors and any others that may require proof of the identity theft crime.

You can learn more about how to protect yourself from becoming a victim of identity theft by contacting the FTC:

Federal Trade Commission  
Consumer Response Center  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
1-877-IDTHEFT (438-4338)  
[www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/)

**Place a Fraud Alert on Your Credit File.** To protect yourself from possible identity theft, consider placing a fraud alert on your credit file. A fraud alert helps protect you against the possibility of an identity thief opening new credit accounts in your name. When a merchant checks the credit history of someone applying for credit, the merchant gets a notice that the applicant may be a victim of identity theft. The alert notifies the merchant to take steps to verify the identity of the applicant. You can report potential identity theft to all three of the major credit bureaus by calling any one of the toll-free fraud numbers below. You will reach an automated telephone system that allows you to flag your file with a fraud alert at all three bureaus.

Equifax	P.O. Box 740241 Atlanta, Georgia 30374	877-478- 7625	<a href="http://www.equifax.com">www.equifax.com</a>
Experian	P.O. Box 9532 Allen, Texas 75013	888-397- 3742	<a href="http://www.experian.com">www.experian.com</a>
TransUnion	Fraud Victim Assistance Division P.O. Box 6790 Fullerton, California 92834- 6790	800-680- 7289	<a href="http://www.transunion.com">www.transunion.com</a>

**Place a Security Freeze on Your Credit File.** You may also wish to place a "security freeze" on your consumer credit files by contacting the three nationwide credit bureaus. A security freeze generally will prevent creditors from accessing your credit files at the credit bureaus without your consent. You can request a security freeze by contacting the credit bureaus using the following contact information.

Equifax	P.O. Box 105788 Atlanta, Georgia 30348	877-478- 7625	<a href="http://www.equifax.com">www.equifax.com</a>
Experian	P.O. Box 9554 Allen, Texas 75013	888-397- 3742	<a href="http://www.experian.com">www.experian.com</a>
TransUnion	Fraud Victim Assistance Division P.O. Box 6790 Fullerton, California 92834	888-909- 8872	<a href="http://www.transunion.com">www.transunion.com</a>

Credit bureaus may charge a reasonable fee to place a freeze on your account, and may require that you provide proper identification prior to honoring your request.

**For Residents of Maryland.** You can obtain information from the Maryland Office of the Attorney General about steps you can take to help prevent identity theft. You may use the following contact information for the Maryland Attorney General:

Maryland Office of the Attorney General  
Consumer Protection Division  
200 St. Paul Place  
Baltimore, MD 21202  
888-743-0023  
[www.oag.state.md.us](http://www.oag.state.md.us)