



DJO, LLC
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Massachusetts Attorney General
Office of Attorney General Martha Coakley
One Ashburton Place
Boston, MA 02108

December 12, 2008

Dear Sir or Madam:

We are writing to you because of a recent incident at DJO, LLC ("DJO") that we wish to bring to your attention.

By way of background, DJO is a leading provider of orthopedic products used for rehabilitation, pain management and physical therapy. Creditek LLC ("Creditek") is a company which provides billing services to DJO. To facilitate the billing services, DJO furnishes information concerning its patients to Creditek.

On November 14, 2008, a laptop computer owned by Creditek, LLC of Pennsylvania, a company which provides billing services to DJO, was stolen from a locked home in the Bahamas, where a Creditek employee was staying. This laptop contained numerous files including some of our billing data regarding certain DJO patients such as: names, addresses, social security numbers, dates of birth, gender, dates of services rendered by DJO, diagnostic codes (and, in some cases, a brief description of the diagnosis), summary charges (reflecting the total retail value of services rendered), patient balances, insurance ID numbers, current payors, and, if the payor was an insurance company, the insurance plan identification numbers. The Bahamian police, the U.S. Consulate, and the FBI have been informed of the laptop's theft. Based on information received from the police in the Bahamas, we believe that it is likely that the laptop was stolen to wipe and resell, and not to use the data.

The information on the laptop related to approximately 68,857 individuals from across the United States and in Puerto Rico.



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Below is the number of individuals in the state whose information was contained on the stolen laptop:

Massachusetts 14

DJO and Creditek anticipate providing written notice to these individuals as close to December 10, 2008 as is administratively feasible. The notice will contain background information about the stolen laptop; contact information for your respective agencies, the Federal Trade Commission, DJO, Creditek and other entities required to be included in the notice under applicable law; directions on how to obtain a fraud alert; and instructions to review credit reports and explanation of benefits statements.

Should you need to speak with anyone at DJO, please call us at 760.734.4742. Further, should you wish to contact Creditek, it may be reached at 203-730-5120

Very truly yours,

A handwritten signature in cursive script that reads "Dale A. Hammer".

Dale Hammer
Vice President, Corporate
Compliance
Privacy Officer



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PO Box 515471
Los Angeles, CA 90051

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December 16, 2008

Dear Customer:

DJO, LLC ("DJO") and Creditek LLC ("Creditek") are writing to you to notify you that an unauthorized acquisition of your personal information occurred on November 14, 2008.

Although we do not have any evidence that any of your personal information has been improperly accessed or misused, we wanted to make you aware of the incident and explain the steps we are taking to safeguard you against identity theft. Because protecting your personal information is important to us, we have arranged for you to enroll, at no cost to you, in an online credit monitoring service (TrueCredit) for one (1) year provided by TransUnion, one of the three major credit reporting agencies.

Upon enrollment you will be able to obtain one year of unlimited access to your TransUnion credit reports and credit scores. The one year of TransUnion credit monitoring service will also notify you within 24 hours via email if there are any critical changes to your TransUnion credit file. You can quickly find out about changes including fraudulent activity, new inquiries, new accounts, late payments, change of address, and more. You may also be eligible for up to \$25,000 in identity theft protection with \$0 deductible (certain limitations and exclusions may apply depending on state of residence.)

To enroll in this service, go to the TransUnion TrueCredit Web site at <http://www.truecredit.com/code> and in the space referenced as gift certificate code, enter DJAADLBPBXXPSPSD in uppercase, and follow the simple steps to receive your products online instantly. You can sign up for this service anytime between now and March 31, 2009 using the gift certificate code noted above. If you do not have access to the Internet or are otherwise unable to enroll on-line, you may enroll in a similar offline, paper based, TransUnion credit monitoring service at no cost by calling the TransUnion Fraud Response Services hotline at 1-800-242-5181 Monday through Friday, 7:00 a.m. to 4:30 p.m. Pacific time. Please use the following 6-digit pass code 436728 when prompted. The pass code will be valid until March 31, 2009. (Unfortunately, due to privacy laws, we cannot register you directly.)

Whether or not you take advantage of TransUnion's services, because your Social Security number was involved, we recommend that you place a fraud alert on your credit files, as a precautionary measure. A fraud alert requires potential creditors



to use what the law refers to as "reasonable policies and procedures" to verify your identity before issuing credit in your name. A fraud alert lasts for 90 days and can be placed by calling one of the three credit reporting agencies listed below. This will let you automatically place an alert with all of the agencies. You will then receive letters from all three, confirming the fraud alert has been placed and letting you know how to get a free copy of your credit report from each.

The contact information for each credit reporting agency is:

Experian

1-888-397-3742

www.experian.com

Equifax Credit Information Services, Inc.

1-888-766-0008

www.equifax.com

TransUnion

1-800-680-7289

www.transunion.com

When you receive your credit reports, you should review them carefully. Look for accounts you did not open as well as inquiries from creditors that you did not initiate. Also, you should look for personal information that is not accurate, such as a home address or Social Security Number. If you see anything on the report that you do not understand, call the credit reporting agency at the telephone number on the report. Should you find suspicious activity on your credit reports, call your local police or sheriff's office and file a police report of identity theft. You should obtain a copy of the police report, as you may need to give copies of the police report to creditors to clear your records. Even if you do not find any signs of fraud on your reports, we recommend that you check your credit reports periodically. You can keep the fraud alert in place by calling again after 90 days.

Because the information at issue may have also related to your medical information and/or your health insurance information, we further recommend that you regularly review the explanation of benefits statement(s) that you receive from DJO and/or your medical insurer. If you see any service that you believe you did not receive, please contact your medical insurer at the telephone number listed on the explanation of benefits statements. If you do not receive regular explanation of benefits statements, contact your provider or plan and request that they send such statements following the provision of services in your name or number. You may also want to request a copy of your medical records from DJO or your insurer, to serve as a baseline. We suggest that you keep a copy of this notice for your records in case of future problems with your medical records.

Further information about steps you can take to avoid identity theft can be obtained from the following sources:

Federal Trade Commission

1 (877) 438-4338

www.ftc.gov



Massachusetts Law

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

Massachusetts law also allows consumers to place a security freeze on their credit reports. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. If you have been a victim of identity theft, and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift or remove a security freeze. In all other cases, a credit reporting agency may charge you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze.

To place a security freeze on your credit report, you must send a written request to the security freeze departments of each of the three major consumer reporting agencies by regular, certified or overnight mail at the addresses below:

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013

Trans Union Security Freeze

Fraud Victim Assistance Department
P.O. Box 6790
Fullerton, CA 92834

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address such as a current utility bill or telephone bill;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.)



7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft;

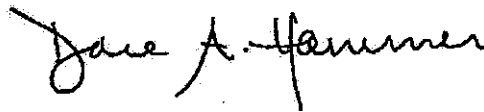
8. If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

We regret that this incident has occurred. Your business is important to us. Please be assured that DJO and Creditek are taking steps to ensure that this will not happen in the future. If you have any further questions on this matter, or there is anything that DJO can do to assist you, please call us at **1-866-569-0299**.



Dale Hammer
Vice President, Corporate Compliance
Privacy Officer

