



Impairment Resources

Christopher R. Brigham, MD, MMS, Chairman
Craig Uejo, MD, MPH, National Medical Director

February 16, 2012

Iowa Attorney General
1305 E. Walnut Street
Des Moines IA 50319

Dear Sir or Madam,

We are writing because of a recent theft from Impairment Resources' San Diego office. During the overnight hours of December 31, 2011, our office was accessed illegally and electronic equipment was stolen, including computer hardware that backed up some of our computer systems. The theft was discovered in the early morning hours of January 3, 2012 after the New Years' Eve holiday weekend, and the incident was reported immediately to the San Diego Police Department who continue to investigate the theft.

We regret to advise you that the stolen data may include some personal information associated with Iowa claims sent to us for services. The personal information may include the party's name, social security number, date of birth, or medical information.

We have been diligently investigating the data that was stolen and in addition, the San Diego Police Department continues to investigate this theft. They asked us to delay reporting as they did not want the notification to impede their investigation or alert the thief or thieves of the nature of the information they may have. The delay has now been lifted. At this time, they have not made any arrests. We are uncertain if the information was viewed or inappropriately used by the thief or thieves but do not believe the information will be accessed as it is difficult to retrieve.

We are aware of the laws requiring individual breach notification and we are making the necessary notifications. Attached is a sample notification letter that we will use to notify the individuals. Please be assured we have reviewed our procedures and have strengthened our processes based on this review. If you have questions about this incident or would like further information, please contact me at 619-299-7377 ext. 102 or josborn@impairment.com.

Sincerely,

Julie Osborn
Chief Operating Officer

ATTORNEY GENERAL
12 FEB 20 AM 10:35

RECEIVED
12 FEB 21 AM 10:42
CONSUMER PROTECTION DIV.



[DATE]
[Individual Name]
[Address]

RE: [client name}

Dear [Individual Name],

We are writing to tell you about a theft from Impairment Resources that may have included your personal information. Impairment Resources is a service provider for [client] that provides technical services associated with workers' compensation and auto casualty claims. We were given some of your personal information because we were assisting in the review of your claim.

On December 31, 2011, a thief(ves) broke into our office. The theft was discovered in the early morning hours of January 3, 2012 after the New Years' Eve holiday weekend, and local police authorities were notified at that time. Law enforcement, which had requested a reporting delay, continues to investigate this theft. The thief(ves) broke into a locked area of the office and stole a number of items, including computer hardware that was used to back-up some of our computer systems. This hardware may contain some of your personal information, which may include your first and last name, social security number, and medical information related to your claim. It will be difficult for the parties involved in the theft to obtain data from the hardware without specialized knowledge of information technology systems.

Based on our investigation so far, we believe the hardware was taken as part of a random theft and we have no evidence indicating that your personal information has been accessed, viewed, or used by others. In response to this event, we have thoroughly reviewed our security systems.

Carefully monitor your credit statements during the next 12-24 months to make certain there have been no unauthorized transactions or unauthorized new accounts opened in your name. If there is unauthorized activity on an account or if an unauthorized account has been opened in your name, contact the company issuing the account immediately.

You may contact one of the credit reporting agencies below and ask for a fraud alert to be placed on your credit report. There is no charge for this service. When you put a fraud alert on your credit report, businesses will contact you to check your identity before issuing you credit. In addition, you will be able to receive a free copy of your credit report. We recommend that you review your credit report and continue to monitor it for any suspicious activity or signs of fraud. You may order a copy of your credit report which is free annually. For your convenience, we have listed the 3 credit bureaus below.

Equifax
800-525-6285

Experian
888-397-3742

TransUnionCorp
800-680-7289

You may also contact one of the credit bureaus and ask for a security freeze to be placed on your credit report. There may be a charge for this service. A security freeze means that your credit file cannot be shared with potential creditors. If your credit files are frozen, even someone who has your name and Social Security number should not be able to get credit in your name.

To place a security freeze on your credit report, you will need to provide the credit agency with the following information by letter:

- Provide your full name (including middle initial as well as Jr., Sr., II, III, etc.,) address, Social Security number, and date of birth;
- If you moved in the past 5 years, supply the addresses where you lived over the prior 5 years.
- Provide proof of current address such as a current utility bill or phone bill
- Send a photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.)

Should you notice any suspicious, unusual, or unauthorized activity, steps you may wish to take include:

1. Notifying the fraud department of any one of the major credit bureaus listed above and contacting your local police to file a report.
2. Making a complaint with the Federal Trade Commission (FTC) by using the FTC's Identity Theft Hotline at: 1-877-ID-THEFT (877-438-4338) or online at www.ftc.gov/idtheft. Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcers for their investigations. The general contact information for the FTC is listed below:

Federal Trade Commission
 600 Pennsylvania Avenue, NW
 Washington, DC 20580
 (202) 326-2222 www.ftc.gov

3. Closing any accounts that have been tampered with or opened fraudulently.

For more information, we recommend that you review the FTC's "Take Charge: Fighting Back Against Identity Theft" Report, which is a comprehensive guide from the FTC to help you guard against and deal with identity theft. The report can be viewed at <http://www.ftc.gov/bcp/edu/pubs/consumer/idtheft/idtheft04.shtm>.

Maryland residents can also obtain information from the Maryland Attorney General about the steps you can take to prevent identify theft. You can contact the Maryland Attorney General at: Maryland Office of the Attorney General Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202; 1-888-742-0023; www.oag.state.md.us.

North Carolina residents can also obtain information from the North Carolina Attorney General on the steps you can take to prevent identify theft. You can contact the North Carolina Attorney General at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-919-716-6750; www.ncdoj.gov.

If you would like to speak with an Impairment Resources' representative to obtain further information or information on obtaining a copy of a police report, please contact our Call Center, Monday through Friday from 8 a.m. to 5 p.m. Eastern Standard Time at 888-414-8022.

Sincerely,
 Impairment Resources, LLC