



December 9, 2008

Dear Former Prescription-Drug Plan Participant:

Express Scripts, the company that, in the past, administered your prescription-drug benefit, received a letter in October from an unknown person or persons trying to extort money by threatening to expose millions of our member records. We immediately notified the FBI, and an investigation is under way. We are taking this situation very seriously and assure you that we are committed to doing all we can to protect plan-participant data.

The extortion letter included the personal information of 75 people, including their Social Security numbers, addresses, dates of birth, and in some cases, prescription information. We have since become aware that a small number of our clients have recently received similar letters that threatened to expose the personal information of plan participants.

Although you are not one of the individuals named in these letters, we understand your concern about this news, and we want you to be informed.

We have set up a website, **www.esisupports.com**, which includes resources on how to protect against misuse of personal information. The website offers e-mail alerts when new information is posted.

We currently are unaware of any actual misuse of anyone's personal information.

However, we have contracted with Kroll, a New York-based risk-consulting firm and global leader in data security, to provide appropriate levels of consultation, investigation and identity restoration services. Kroll's U.S.-based customer care representatives are specially trained in handling privacy breach events, fraud and identity theft issues.

If it appears that you have experienced identity theft as a result of this incident:

- One of Kroll's licensed investigators will be assigned to work with you to validate and address your concerns.
- Investigators will provide consultative services, including helping to gather and complete necessary documents and performing various inquiries, to determine the most appropriate course of action. This would include identity restoration services, if necessary.

If you have concerns about your personal information, you may contact Kroll, at no charge to you, at **866.795.9350**, Monday through Friday, from 8 a.m. to 5 p.m., Central. Read more about the services provided by Kroll at **www.esisupports.com**.

Please know that protecting the security and confidentiality of your personal information is our top priority. We are working diligently with public law enforcement and private investigative experts to do all we can to ensure your privacy.

Sincerely,

A handwritten signature in black ink, appearing to read "David Frimel". The signature is fluid and cursive, with the first name "David" and last name "Frimel" clearly distinguishable.

David Frimel
Senior Director
Corporate Security & Safety