



## **INFORMATION BULLETIN: Concentra Preferred Systems' Satellite Office Burglarized**

NAPERVILLE, IL, December 1, 2006 — On Thursday, October 26, 2006, one of the satellite business offices of Concentra Preferred Systems (CPS), along with five other businesses within the same building, was broken into and burglarized. Property stolen from the various businesses included a variety of easily transportable items, cash, and pharmaceuticals (from an unrelated doctor's office located in the building). Among the stolen property was a lock-box containing back-up data tapes and blank data tapes from CPS' data communications room. An analysis performed by CPS indicates the stolen tapes contain data from several client engagements that includes individual member benefit plan information.

Based on the nature of the crime and the items taken from the six businesses burglarized, law enforcement authorities believe this to be the act of common thieves looking for cash or pawnable items of value, and not the act of sophisticated criminals targeting specific data. Law enforcement authorities have launched an investigation, and efforts remain focused on the apprehension of the criminal(s) and the recovery of the stolen property. To augment those efforts, CPS engaged a team of private investigators who have been working in close coordination with local law enforcement. In addition, CPS has launched its own internal investigation, including a thorough review of additional security measures and actionable steps to prevent future occurrences.

CPS is taking all necessary steps to identify the tape contents, including hiring the Forensic and Investigative Services team of Grant Thornton LLP to validate the degree of difficulty of accessing data from the stolen tapes. This team's conclusions include the following statement: "Restoring data from a back-up tape like the one we tested for Concentra is generally considered to be a time-consuming process requiring specialized knowledge, the proper hardware, along with the use of one of the following: the original back-up software, special diagnostic software, or proprietary software. Typically, this level of technical sophistication exceeds the capabilities of the average computer user."

Although it has not been determined that the information has been misused or disclosed in any way, CPS has notified and continues to notify those parties who are potentially impacted and is answering any questions they may have.

"Concentra Preferred Systems takes its commitment to maintaining the security of confidential information very seriously, and we are pursuing a full investigation of this matter," said Dan Thomas, President and CEO of Concentra Inc., the parent company of Concentra Preferred Systems. "We very much regret that this situation occurred and apologize for any inconvenience and concern that it may have caused. From the day of the break-in CPS has been diligently determining the property lost and reconstructing the data on the back-up tapes, communicating with our clients to help them assess what data may have been affected, coordinating with local law enforcement and our forensic team, and executing numerous other related tasks."

Regarding the probability of anyone accessing the data on the tapes, Thomas stated, "Based on the combined opinions of local authorities, our own IT personnel, and the computer forensic team from Grant Thornton, CPS firmly believes that the likelihood of any actual data exposure is extremely remote."

CPS provides outsourced, specialized cost management services, including professional claims resolution, repricing, auditing, proprietary facility UCR applications, and consultative services.

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