



OFFICE OF THE ATTORNEY GENERAL  
STATE OF ARIZONA

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November 19, 2009

Ms. Gay Ann Williams  
Legislative and Regulatory Compliance  
Health Net Inc.  
21650 Oxnard, 22nd Floor  
Woodland Hills, CA 91367

Dear Ms. Williams:


This office has learned that HealthNet Inc. and affiliated entities (the "Company") have experienced a data breach, which has resulted in the loss of personal and financial information of over 300,000 Arizona policyholders. We have also learned that the breach occurred in May of this year, but that this breach was first reported to the Arizona Department of Insurance on Wednesday, November 18, 2009.

Arizona law, A.R.S. §44-7501 *et seq.*, requires the Company to notify individuals affected by an unauthorized acquisition and access of computerized personal information "in the most expedient manner possible and without unreasonable delay." A.R.S. §44-7501(A). In that regard, we are requesting you immediately provide this office with the following information:

1. The date the Company first learned of the breach.
2. A description of actions taken.
3. The names and address of persons in Arizona who were notified of the breach and the dates they were notified.
4. The names and addresses of the Company's customers in Arizona, whose personal information was released.
5. The name(s) of the person most familiar with the facts surrounding this data breach and the Company's notification to affected persons.

I look forward to your immediate response. If you have questions, you can contact me at the above referenced number.

Sincerely,

  
Susan P. Segal  
Division Chief Counsel

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PROTECTING ARIZONA