

March 9, 2011

Via Certified Mail, Return Receipt Requested

Attorney General Michael A. Delaney
33 Capitol Street
Concord, NH 03301

Re: Data Security Incident

Dear Attorney General Delaney:

I am writing to notify you of a recent unauthorized disclosure of personal information of several New Hampshire residents. The details of the incident are set forth below.

Nature of the Breach

On February 9, 2011, a file containing images of a number of Form 1099s, including individuals' names and social security numbers, was inadvertently included as an attachment to an email to a single individual who works as an outside contractor for Randstad Professionals. The recipient notified us of the error less than forty minutes after the email was sent, and has subsequently certified that the personal information was deleted, and was not copied, printed, forwarded or used in any way. A redacted copy of the certification is attached hereto as Attachment A. Based on the fact that the recipient promptly notified us of the error, based on the certification, and based on our ongoing business relationship with the recipient (which includes a contractual confidentiality agreement), we do not believe that the security of the personal information has been substantially compromised.

Number of New Hampshire Residents Affected

This incident involved the accidental disclosure of personal information of four (4) New Hampshire residents. We will be mailing a letter in the form set forth in Attachment B to each affected New Hampshire resident, during the week of March 14 through 18, 2011.

Steps Taken and Planned to be Taken Relating to the Incident

On the day of the incident, February 9, 2011, the department which had sent the information instituted new policies relating to the use of email attachments, designed to minimize the likelihood that a similar error would recur. (The incident was not reported to law enforcement, because there is no indication that there was any criminal activity involved). By Friday, February 11, we had communicated again with the individual who received the information to confirm that none of the personal information had been retained, copied, disseminated or used in any way, and we had arranged for the individual so to certify under the pains and penalties of perjury.

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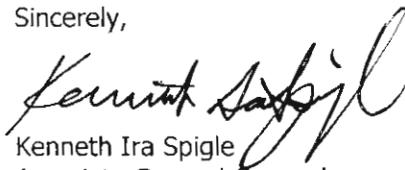
We do not believe that there is a substantial risk of identity theft or fraud as a result of this incident. Nevertheless, we have arranged to provide free credit monitoring and identity fraud protection to each affected person. This service, described in the notification letter (Attachment B), will be provided for a full year, and each affected individual will have three months to activate the service. In addition, we will be providing additional training on data security and privacy practices for all employees who have access to personal information.

We take very seriously our obligations to maintain confidentiality of personal information, and will continue to review our policies in order further to reduce the likelihood of similar incidents.

If you have any questions or require further information regarding this matter, please contact me via email at _____ or by telephone at _____

Thank you for your attention in this matter.

Sincerely,



Kenneth Ira Spigle
Associate General Counsel
Randstad Professionals, US, LP

Enclosures: (A) Certification from recipient of personal information (redacted)
(B) Sample letter to affected individuals

CERTIFICATION

I, [REDACTED], both individually and in my capacity as President of [REDACTED] do hereby certify, with respect to any and all personal information (including any natural person's last name and first name or initial, in combination with such person's social security number, driver's license or state-issued identification card number, or financial account or credit or debit card number) of any contractor of Randstad Professionals US, LP; Locum Medical Group, LLC; and/or any affiliated entity, that was or may have been sent to me (including without limitation such information sent via email addressed to [REDACTED], and/or which may have been downloaded to my home computer, home computer network, personal storage media, email archives, and/or any internal or external storage location; or any other computer, computer network or storage media that is under my control or the control of any member of my family, that:

- I have deleted such information from all such locations;
- I have deleted the incoming email to which such information was attached, including deleting the attachment;
- I have not used, forwarded, emailed, or otherwise distributed or conveyed any such personal information to any person or entity;
- I have not copied down, transcribed, or otherwise created or maintained a record of any such information; and
- I have not printed any file or document containing such information (other than that portion pertaining solely to [REDACTED], which contains no such information regarding any other natural person).

I also acknowledge the ongoing confidentiality obligations as set forth in the Alliance Supplier Agreement dated [REDACTED], between [REDACTED] and Randstad North America US, LP d/b/a Global Managed Services, and I intend to fully comply with such obligations.

Signed and sworn to under the pains and penalties of perjury, and executed as an instrument under seal this __ day of February, 2011.

[REDACTED]

[REDACTED]

both individually and in his capacity as President of [REDACTED]

Randstad
60 Harvard Mill Square
Wakefield, MA 01880
781-213-1500 T
781-213-1520 F



Staffing | Professionals | Search & Placement | HR Solutions | Inhouse Services

_____, 2011

[Name
Address
Address]

Dear _____:

We are writing on behalf of Randstad Professionals US, LP, to inform you that on February 9, 2011, an electronic copy of a document containing your name, address and social security number was inadvertently disclosed to an individual who, although a party to a signed confidentiality agreement with us, was not authorized to receive this information. The recipient notified us of the error less than forty minutes after receiving it, and has subsequently certified that your personal information was deleted, and was not copied, printed, forwarded or used in any way. Based on the recipient's prompt action in notifying us of the error, and on our business relationship with the recipient, we do not believe that the security of your personal information has been compromised.

We take very seriously our obligations to maintain confidentiality of personal information, and have taken steps to prevent a similar disclosure from happening again. We are also re-emphasizing our information security procedures with all employees who may have access to your personal information.

Although we believe that the risk of harm from this event is extremely low, we also recognize that even a remote possibility of improper use of personal information can cause concern. Accordingly, we are offering you a free one year membership in a credit monitoring and identity theft protection product, Equifax ID Patrol™. Details of this service and instructions for activating this service are described in greater detail in the instruction sheet. Your unique "Promotion Code" for activating this product is #####. Please note that you have until 3 months from date of this letter to activate your membership.

You may also wish to contact one or more of the following major credit reporting agencies:

Equifax:
1-877-478-7625;
www.equifax.com;
P.O. Box 740241,
Atlanta, GA 30374-0241

Experian:
1-888-397-3742
www.experian.com
P.O. Box 2002
Allen, TX 75013

TransUnion:
1-800-680-7289
www.transunion.com
Fraud Victim Assistance Division
P.O. Box 6790
Fullerton, CA 92834-6790

ATTACHMENT B to March 9, 2011
Letter to Attorney General Delaney

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You may also choose to contact the Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-438-4338, www.ftc.gov/idtheft, where you may obtain information about steps you can take to avoid identity theft. We encourage you to remain vigilant, to monitor your free credit reports, and to report suspected identity theft to law enforcement.

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If you have questions, please contact Robert Calabro, Director of Taxes,
, or contact me at

Once again, we apologize for any inconvenience resulting from this situation.

Sincerely,

/s/ Kenneth Ira Spigle

Kenneth Ira Spigle
Associate General Counsel, Randstad Professionals

Enclosure: INSTRUCTIONS FOR ENROLLMENT IN EQUIFAX ID PATROL™ IDENTITY
THEFT PROTECTION PRODUCT

INSTRUCTIONS FOR ENROLLMENT IN EQUIFAX ID PATROL™ IDENTITY THEFT PROTECTION PRODUCT

We have arranged with Equifax Personal Solutions to help you protect your identity and your credit information at no cost to you. The steps to follow are:

1. Enroll in a 1 year membership in "Equifax ID Patrol™" identity theft protection product, provided to you at no cost.
2. Additionally, you may choose to adopt an increased level of protection by placing a fraud alert on your credit file at Equifax and the other two credit reporting agencies

DESCRIPTION OF EQUIFAX ID PATROL™

Equifax ID Patrol will provide you with an "early warning system" to changes to your credit file and help you to understand the content of your credit file at the three major credit reporting agencies. Equifax ID Patrol provides you with:

- * Comprehensive credit file monitoring and automated alerts of key changes to your Equifax, Experian, and TransUnion credit reports
- * Ability to receive alerts if your Social Security Number or credit card numbers are found on Internet trading sites (available online only)
- * Ability to lock and unlock your Equifax Credit Report™ (available online only)
- * Wireless alerts and customizable alerts available
- * One 3-in-1 Credit Report and access to your Equifax Credit Report™
- * \$1 million in Identity Theft Insurance with \$0 deductible, at no additional cost to you
- * 24 by 7 live agent Customer Service to assist you in understanding the content of your Equifax credit information, to provide personalized identity theft victim assistance and in initiating an investigation of inaccurate information.
- * 90 day Fraud Alert placement with automatic renewal functionality (available online only)

HOW TO ENROLL IN EQUIFAX ID PATROL

To sign up online for online delivery: Go to www.myservices.equifax.com/patrol.

Note: You MUST register using this link for online delivery.

1. **Register:** Complete the form with your contact information (name, gender, address, date of birth, Social Security Number and telephone number) and click the "Continue" button. Complete the form with your email address, create a User Name and Password, and in the "Promotion Code" box enter your unique Promotion Code which you will find in the third paragraph of the cover letter accompanying this instruction sheet. The Promotion Code eliminates the need to provide a credit card number for payment. Then click the "Accept Terms & Continue" button. All of the information that you enter is in a secured environment.
2. **Verify ID:** The system will then ask you to answer up to four security questions. The questions and answers support the Equifax Identity Verification Process. Please answer the questions and then click the "Submit Order" button.
3. **Order Confirmation:** This page shows you your order. Click the "View my Product" button to access the product features.

To sign up for US Mail delivery:

Dial 1-866-937-8432 for access to the Equifax Credit Watch automated enrollment process.

Note that all credit reports and alerts will be sent to you via US Mail only.

1. **Promotion Code:** You will be asked to enter your unique Promotion Code which you will find in the third paragraph of the cover letter accompanying this instruction sheet.
2. **Customer Information:** You will be asked to enter your home telephone number, home address, name, date of birth and Social Security Number.
3. **Permissible Purpose:** You will be asked to provide Equifax with your permission to access your credit file and to monitor your file. Without your agreement, Equifax can not process your enrollment.
4. **Order Confirmation:** Equifax will provide a confirmation number with an explanation that you will receive your Fulfillment Kit via the US Mail (when Equifax is able to verify your identity) or a Customer Care letter with further instructions (if your identity can not be verified using the information provided). Please allow up to 10 business days to receive this information.

DIRECTIONS FOR PLACING A FRAUD ALERT

A fraud alert is a consumer statement added to your credit report. This statement alerts creditors of possible fraudulent activity within your report as well as requests that they contact you prior to establishing any accounts in your name. Once the fraud alert is added to your credit report, all creditors should contact you prior to establishing any account in your name. To place a 90 day fraud alert on your credit file, log into the Equifax Member Center and click on the fraud alert tab, call our auto fraud line at 1-877-478-7625, or visit www.fraudalerts.equifax.com, and follow the simple prompts. Once the fraud alert has been placed with Equifax, a notification will be sent to the other two credit reporting agencies, Experian and Trans Union, on your behalf. Fraud alerts last 90 days unless you manually renew it or use the automatic fraud alert feature within your Credit Watch subscription.