



Dear ValueOptions Providers:

This alert is to advise you of a burglary that occurred at the ValueOptions Texas Service Center in the evening of July 16, 2008 and discovered in the morning of July 17<sup>th</sup>, 2008.

Unfortunately, fourteen (14) laptop computers were stolen. Individual offices were forcibly broken into and the computers were taken during the night. Some of the computer hard drives contained information on individuals receiving services from ValueOptions. However, all of the information on these computers was protected by up-to-date security software, which requires an individual to enter a user name and password. Some information was protected by two (2) passwords. All the serial numbers have been listed on the National Stolen Property data base as well as with the computer manufacturers. If someone attempted to access the information on these computers, it is highly unlikely that they would be able to do so.

ValueOptions has since implemented increased security measures inside and outside its building. Additional protections have now been installed on laptops in case a similar event occurs. If you have any questions regarding this matter, you may call me or Robin Preston, Director of Provider Relations. Thank you for your attention to this matter.

Sincerely,

Jarrell W. Pipkin, JD, LPC  
Compliance Liaison  
ValueOptions of Texas, Inc.  
1199 S. Belt Line Rd, Suite #100  
Coppell, TX 75019  
972-906-2724 (Voice)  
972-906-2780 (Fax)