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H. Edward Hanway, CEO
CIGNA Health Care
One Liberty Place
1650 Market Street
Philadelphia, PA 19192

Dear Mr. Hanway:

We appreciate your company's letter from Ms. Joyce Musante regarding CIGNA Health Care's concern about protecting privacy. As you acknowledged, some states have passed laws requiring the removal of Social Security numbers (SSNs) from items like health insurance identification cards, and you indicated you are implementing changes to comply with those laws.

Regardless of state laws mandating health insurance companies to remove SSNs from health insurance ID cards, we believe that your prompt action to remove these sensitive numbers from items that may be easily lost or stolen is important in curbing identity theft.

By now CIGNA has received correspondence from more than 2,500 consumers from across the country urging you to remove SSNs from health ID cards and other items sent by mail. These people understand that identity theft is a serious problem and that companies like yours can play a role in addressing it.

We look forward to hearing from you about your specific plans for replacing SSNs on health insurance ID cards, and we plan to post your response on FinancialPrivacyNow.org. With your help we can make progress against identity theft.

Sincerely,

Rob Schneider
FinancialPrivacyNow.org
A project of Consumers Union

cc: Joyce Musante, BSN, MPM, RN
Privacy Office Lead
CIGNA HealthCare