



“MAKE THE CONNECTION”

September 30, 2008

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1. Customer Interest Group Conference

Our 2008 Annual Customer Interest Group Conference was held the week of July 28 at Park City Utah. Industry topics presented by speakers from IBM, CalWorx <http://www.calworx.com>, and Paradigm <http://www.paradigmcorp.com> were well received. Customer case studies were presented with great interest and participation from the attendees. Peak will be providing webcast sessions on some of these case studies during the fourth quarter.

Peak showcased its newest products and solutions at the conference. Peak's workers' compensation compliance reporting solution (WCIRS) and the Ad hoc tool writer solution (WebEnvision-Dashboard) were of keen interest.

[Photos from the CIG are posted on our web site.](#)

2. Security

Our industry has been focusing on obtaining higher levels of security as technology usage expands significantly in communications and information sharing. Security has become a major concern of organizations big and small as the dependency on digital communications continues to expand. At Peak Performance, we understand the importance of security and data protection to our customers. We have expanded our



efforts and support tools in providing high levels of security within our applications and data environments.

Peak addresses digital security on 3 different levels:

Authentication – The process of verifying the user’s identity. Peak Performance manages authentication using standard username/password pairs. Our corporate policy dictates that passwords are rotated regularly and maintain a minimum level of security strength including the use of special characters and capitalization.

Access Control – the ability to permit or deny the use of a particular resource by a particular entity. All of our production ASP services are hosted in a hardened, SAS 70 certified data center. Physical access is strictly controlled and regularly monitored. In addition, high-end networking equipment is used in conjunction with monitoring and intrusion prevention software to ensure that outsiders are not able to access your data.

Encryption - the process of transforming data to make it unreadable to anyone except those possessing special knowledge. Data passed to and from Peak applications are transmitted using https protocols to ensure secure transfer. These protocols validate against a digital security certificate and provide 128-bit encryption of data. In addition, Peak supports PGP encryption for all data file transfers sent via FTP.

While workers’ compensation lines of business generally do not fall under the Health Insurance Portability and Accountability Act of 1996 (HIPAA), security for health information and other private information must be protected while being sent via the internet or other electronic means. Companies should develop “Company Privacy Statements”, if they do not have one in force, to be shared with their employees, vendors, and business partners. Samples of Privacy Statements and Policies are readily available at various sources for reference.

Peak is striving to ensure that your data is safe and secure. Please feel free to contact us if you have any questions or concerns regarding security.

3. The Customer Loyalty Program Product Upgrades

Peak has made several announced product upgrades over the past several months. As part of our Customer Loyalty Program, RiskEnvision 4.0 and 4.1, the Data Transfer Utility (DTU), OFAC, IS-elite and IS 5.0 are products and services that fall under this program. These solutions are available today with the exception of IS 5.0 which is scheduled for roll out early next year.

Peak’s Customer Loyalty Program allows customers to upgrade to selected products at no additional license fees.



4. RiskEnvision 4.1 Upgrade

Peak has released the All Lines RiskEnvision RV4.1 software. During 2008 and until December 31, 2009 this upgrade is available to all Peak customers that are on active Technology Services and Support Agreements (TSSA) at no additional license fees. After December 31, 2009 a discounted license fee will be charged for upgrades to the RiskEnvision 4.1 browser-based software.

5. IAIABC National Conference

IAIABC 94th Annual Convention - October 27-31, 2008 - Vancouver, BC

The IAIABC invites you to attend the **IAIABC 94th Annual Convention** in Vancouver, BC on **October 27-31, 2008**. This year's event offers the unique opportunity to attend sessions in any of the three programs including the IAIABC **Annual Convention**, **IAIABC Medical Institute**, and **AWCBC Learning Symposium**.

For more information go to <http://www.iaiaabc.org>

6. Workers' Compensation Resource Center

Peak hosts a resource center for its workers' compensation customers to provide insight nationally on updates and upcoming changes administrators need to know. The resource center can be accessed at <https://www.wcirs.net>.

Customers will need a login ID to access this site. A login ID can be obtained by contacting Customer Services to register.

7. The National Workers' Compensation and Disability Conference® & Expo

The National Workers' Compensation and Disability Conference® & Expo is the nation's leading conference for anyone involved in the workers' comp and disability management industries. The conference runs from November 19th through the 21st. Celebrating their 17th year, they anticipate a record number of professionals from around the country attending this year's event in exciting Las Vegas.

Peak will be exhibiting at the conference so please stop by our booth.

For more information on the conference go to: <http://www.wcconference.com>



8. Kansas, New Jersey and West Virginia Workers' Compensation Commissions

Peak hosts and maintains the applications that support the workers' compensation electronic reporting for Kansas, New Jersey and West Virginia. Jennifer Behm, a long term Peak employee, has been promoted to Account Manager for these states.

Jennifer has headed up the Claims Harbor customer support group and has a wealth of experience in workers' compensation EDI services and requirements. She has worked directly with many customers to assist moving them into production and has worked with most of the states as well.

9. Webcast Sessions

Peak will conduct two webcast sessions during October. The first session is for the Workers' Compensation Injury Reporting System (WCIRS). The second session is for the WebEnvision-Dashboard Case study.

Session Agenda:

Open Registration (first 20 customers):

October 13th 2PM EST. to 3PM EST
Workers' Compensation Injury Reporting System (WCIRS)

October 20th 2PM EST. to 3PM EST
WebEnvision-Dashboard Case Study

To reserve one of these sessions please email Sarah Abbitt at sabbitt@peakpsi.com to register. Details will be provided once registration has been completed. Each session will accommodate twenty users. Registration will be on a first-come basis.

You can obtain more information about any of our services and solutions by visiting our web sites at www.peakpsi.com, and www.eifertech.com.