



<Return Address>
 <City>, <ST> <ZIP>
 <Mail Code>

<Date>

<First Name> <Last Name>
 <Address 1>
 <Address 2>
 <City>, <State> <ZIP>

Notice of data breach

Dear <First Name> <Last Name>:

We want to let you know about a recent event involving your information.

What happened?	On 8/27/21 we were made aware that a vendor of Blue Cross of CA experienced a ransomware attack which occurred on 8/25/2021. Information related to your healthcare may have been accessed and viewed without your permission. Due to the complexity of the ransomware attack, the vendor was not able to determine the impacted Blue Cross members until 9/24/2021. A has been filed with local authorities through the Internet Crime Complaint Center.
What information was involved?	Name, Date of birth, Gender, Email, Phone number, Address, Medicare ID number, Provider name, Address, Bank account number and Routing number, SSN in certain cases. This information is called your personal information or your protected health information (PHI). It tells others about you and is part of your identity.
What are we doing?	We: <ul style="list-style-type: none"> • Looked into what caused this issue. • Are taking steps to reduce the risk of this happening again. • Are committed to protecting the privacy and security of your information. • Affected server was shut down and rebuilt.
Other Important Information	Credit and identity theft monitoring and repair services To help protect your identity, we are offering a complimentary one-year membership of Experian’s® IdentityWorks SM . This product provides you with superior identity detection and resolution of identity theft. To activate your

	<p>membership and start monitoring your personal information please follow the steps below:</p> <p>Ensure that you enroll by: January 31, 2022 (Your code will not work after this date.)</p> <p>Visit the Experian IdentityWorks website to enroll: https://www.experianidworks.com/plus</p> <p>Provide your activation code: code</p> <p>If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian’s customer care team at 1-877-890-9332 by [enrollment end date]. Be prepared to provide engagement number [engagement #] as proof of eligibility for the identity restoration services by Experian.</p> <p>Additional details regarding your 12-month Experian IdentityWorks Membership:</p> <p>A credit card is not required for enrollment in Experian IdentityWorks.</p> <p>You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:</p> <p>Experian credit report at signup: See what information is associated with your credit file. Daily credit reports are available for online members only.</p> <p>Credit Monitoring: Actively monitors Experian file for indicators of fraud.</p> <p>Internet Surveillance: Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.</p> <p>Identity Restoration: Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.</p> <p>Experian IdentityWorks ExtendCARE™: You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.</p> <p>Up to \$1 Million Identity Theft Insurance: Provides coverage for certain costs and unauthorized electronic fund transfers.</p>
<p>What you can do</p>	<p>We have no reason to believe that someone will misuse your information because of what happened. However, if you notice anything in your health records or explanation of benefits (EOBs) that does not look right; please tell us right away <by calling the phone number on your ID card>.</p>
<p>For more Information</p>	<p>We regret this happened. Call the 1-844-469-6831 number on your ID card if you need our help.</p>

	<p>See the next pages for how to:</p> <ul style="list-style-type: none">• Order a copy of your credit report.• Learn how to prevent identity theft.• Get help in your language.
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Wishing you the best of health,

[Privacy Coordinator]

[Anthem Blue Cross]

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[Anthem Blue Cross is the trade name for Blue Cross of California. Anthem Blue Cross and Blue Cross of California Partnership Plan, Inc. are independent licensees of the Blue Cross Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc.]

Other important information

<p>If you don't sign up for credit monitoring</p>	<p>You should:</p> <ul style="list-style-type: none"> • Check your account statements. Report anything that doesn't look right. • Get your free annual credit report from one or more of the national credit reporting companies: <ul style="list-style-type: none"> ○ Online at [annualcreditreport.com]. ○ Call [1-877-322-8228]. ○ Mail an [<i>Annual Credit Report Request</i>] form (forms are at [annualcreditreport.com]) to: [Annual Credit Report Request Service] [P.O. Box 105281] [Atlanta, GA 30348-5281]
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Get a copy of your credit report from one or more of the following national credit reporting companies:

<p>[Equifax] [P.O. Box 740241] [Atlanta, GA 30374-0241] [1-800-685-1111] [equifax.com]</p>	<p>[Experian] [P.O. Box 9532] [Allen, TX 75013] [1-888-397-3742] [experian.com]</p>	<p>[Transunion] [P.O. Box 2000] [Chester, PA 19022] [1-800-916-8800] [transunion.com]</p>
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<p>Learn more about ways to prevent identity theft</p> <p>Identity theft is when someone uses your personal information without your permission to commit fraud or other crimes.</p>	<ol style="list-style-type: none"> 1. Visit the Federal Trade Commission website at [ftc.gov], call [1-877-ID-THEFT (438-4338)] or write to this address: Federal Trade Commission [600 Pennsylvania Avenue NW] [Washington, DC 20580] 2. Review this state specific information to contact or visit your state regulator's website for consumer protection: <p>In Maryland: Visit the Maryland Office of the Attorney General website at [www.marylandattorneygeneral.gov/Pages/IdentityTheft/default.aspx] or call [1-888-743-0023].</p> <p>Write to this address: [Identify Theft Unit] [[Maryland Office of the Attorney General] [200 St Paul Place] [16th Floor] [Baltimore, MD 21202]</p> <p>In North Carolina:</p>
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Visit the North Carolina Attorney General's Office website at [\[www.ncconsumer.org/resources/state/attorney-generals-office-consumer-protection-division.html\]](http://www.ncconsumer.org/resources/state/attorney-generals-office-consumer-protection-division.html) or call **[1-877-566-7226]**.

Write to this address:

[North Carolina Attorney General's Office]
[Consumer Protection Division]
[9001 Mail Service Center]
[Raleigh, NC 27602]

In Rhode Island:

[While this incident was not the result of criminal activity and no police report was prepared, victims of identity theft have the right to get a police report from their local law enforcement agency. You may also file a police report if you believe you were the victim of criminal activity. You may also contact the Rhode Island Attorney General:

[Office of the State of Rhode Island Attorney General]
[150 South Main Street]
[Providence, RI 02903]
[401-274-4400]
[www.riag.ri.gov]

In other states, including Connecticut and Massachusetts:

[While this incident was not the result of criminal activity and no police report was prepared, victims of identity theft have the right to get a police report from their local law enforcement agency. You may also file a police report if you believe you were the victim of criminal activity. See below to learn more about other ways to protect yourself.]

3. Ask for a credit (security) freeze or fraud alert.

Fraud Alert

A fraud alert is a temporary [(90 day)] alert that can make it more difficult for someone to get credit in your name. This alert tells creditors to follow certain procedures to protect you, but may delay you from getting credit. You may place a fraud alert in your file by calling one of the three national credit reporting companies. When that bureau processes your fraud alert, it will tell the other two bureaus to place a fraud alert in your file.

Credit (security) freeze

A credit or security freeze is when you ask a credit reporting company to block others from looking at your credit report. This can make it harder for identity thieves to open new accounts in your name.

To freeze your credit

Contact one or more of the national credit reporting companies.

[Equifax Security Freeze] [P.O. Box 105788] [Atlanta, GA 30348] [1-800-685-1111] [freeze.equifax.com]	[Experian Security Freeze] [P.O. Box 9554] [Allen, TX 75013] [1-888-397-3742] [experian.com/freeze/center.html]	[TransUnion LLC] [P.O. Box 2000] [Chester, PA 19016] [1-800-916-8872] [freeze.transunion.com]
<p><i>And include the following (enlarging copies if needed):</i></p> <ul style="list-style-type: none">• Your full name with middle initial and generation (e.g., Jr. or II)• Address (and prior addresses if you have been at your address for less than two years)• Date of birth• Social Security number• Fee, if required (\$5 in MA and up to \$10 in RI and NM)• Proof of where you live (For example, a recent utility bill, bank or insurance statement. Do not send credit card bills, voided checks, lease agreements, magazine subscriptions or postal service forwarding orders as proof.)• Copy of photo ID (a driver's license, state or military ID card, etc.)		

Paying for a credit freeze

Sometimes [there may be a fee for starting a credit freeze] which can differ by state. Please contact the credit reporting company for the fees for your state.

Your state may waive the fee for a credit freeze in certain cases like if you are a victim of identity theft. When placing a freeze, please check with the credit reporting companies to see if you can get a fee waiver. You may need to pay separate fees for placing, lifting and removing credit freezes.

If you're paying by credit card, please include:

- 1) Name of the person as it appears on the credit card
- 2) Type of credit card (American Express, MasterCard, VISA or Discover Card)
- 3) Complete account number
- 4) Expiration date (month and year)
- 5) For American Express, the four-digit card ID number (on front of card above the account number) OR for MasterCard, VISA or Discover Card, the three-digit card ID number (on back of card at the end of the account number).