



April 2015

Important Information about the Anthem Cyber-Attack

Dear Valued Member:

You may have heard or seen recent news reports that health insurer Anthem, Inc. discovered cyber-attackers gained unauthorized access to its IT (information technology) systems. We are writing to let you know that we have learned from Anthem that some of your personal information was accessed in that cyber-attack.

The information accessed included your name and may have also included your address, date of birth, and your health care member ID number. Based on an analysis done by both Anthem and Independence Blue Cross (Independence), we believe your social security number was also impacted. There is no evidence at this time that medical information such as claims, test results, or diagnostic codes were targeted or obtained. We want to explain why your data was accessed and what services are available to help protect you.

Anthem is an independent Blue Cross and Blue Shield licensed company. It is not part of Independence, but, like Independence, is one of the 37 locally operated Blue Cross Blue Shield companies across the United States. Anthem had your information in its IT systems because you received health care services during the last 10 years in one of the 14 states Anthem serves: California, Colorado, Connecticut, Georgia, Indiana, Kentucky, Maine, Missouri, Nevada, New Hampshire, New York, Ohio, Virginia, and Wisconsin.

Anthem has sent, or will soon send you a letter that explains what has happened. The letter outlines what steps Anthem is taking to help protect you, such as two years of free credit protection and identity theft repair for members whose information was exposed. The letter also includes information on accessing the services. More information about the free credit protection can be found at anthemfacts.com.

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Please be assured our systems at Independence were not part of the Anthem cyber-attack and were not affected. We take privacy concerns very seriously and are committed to protecting your personal information.

We encourage you to look for and read the Anthem letter, then take advantage of the free services they are providing to you.

Sincerely,

A handwritten signature in cursive script that reads "Efram Silberstein". The signature is written in black ink and is positioned below the word "Sincerely,".

Efram Silberstein
Vice President, Audit, Compliance & Privacy Officer