



April 2015

Important Information about the Premera Cyber-Attack

Dear Valued Customer:

Independence Blue Cross (Independence) understands the concerns that have been raised by the cyber-attack on Premera Blue Cross (Premera) that was announced March on 18.

Recently, Premera announced that cyber-attackers gained unauthorized access to some of the data maintained in their IT (information technology) systems. Premera reported that the data that may have been accessed affected approximately 11 million people who received care, or who may have had lab tests processed, in the states of Alaska or Washington since 2002.

To date, Premera reported that there is no evidence that any accessed information has been used inappropriately or was removed from Premera's systems.

We are writing to let you know that Premera has confirmed that Independence members who received care from a physician or hospital in Premera's network under the BlueCard® program are among those impacted. Based on data analysis by Independence and Premera, we have concluded some of them were among your current and former employees and/or their dependents.

Data Files

In order to confirm impacted members, we matched the member information in the file we received from Premera against the most current information in our system.

Since the claims date back to 2002 for services members received from Premera, there could be people on your list whose claims were incurred while they were covered by a different employer.

Also, it is possible that over the coming weeks, Premera could identify additional people with your employer group whose data was accessed. We expect that volume to be low and we will keep you fully apprised of new information as we learn it.

Member Impact and Notification

The attackers may have gained unauthorized access to a member's name, date of birth, member identification number, Social Security number if it is part of a member's identification number or patient identifier, email address if it was provided, and claims information, including clinical information.

Premera plans to begin mailing official member notifications in April to all current and former members whose personal information could have been impacted by this cyber-attack. Premera's letter will be mailed to each impacted member including minors. We encourage the members who receive a letter to take advantage of the free credit monitoring and identity protections services, which are being offered by Premera free of charge for two years. Information for members on accessing the services can be found at **PremeraUpdate.com**.

Independence is also planning to notify members and advise them of the Premera letter and free credit monitoring services.

Identity Protection Services for Members

Premera is providing two years of free credit monitoring and identity protection service for individuals who may have been affected by this incident. These members may enroll for two years of monitoring and protection services through PremeraUpdate.com, or by calling 800-768-5817, Monday through Friday from 8 a.m. to 5 p.m. ET.

Our Commitment to You

Please be assured our systems at Independence were not part of the Premera compromise and were not affected. At Independence, we review our information security procedures regularly to make sure we continue to be adequately protected and to give our members peace of mind. We take a multi-layered approach to protecting our members' information:

- First, we have contracted with several security industry leaders to review our security architecture, policies, and procedures to ensure we are operating effectively to protect the confidentiality and integrity of our systems and data.
- Second, we have added another layer of review by contracting with external parties to monitor our security solutions and alert us to any abnormal situations.
- Third, we have tools that monitor every transaction, determine if an activity is abnormal, and alert staff to take action.

The security and privacy of member information is of critical importance to us. We take privacy concerns very seriously and we are committed to making sure that we give our customer groups, and their employees timely, accurate, easy-to-understand information.

Thank you, as always, for your valued business.

Sincerely,

A handwritten signature in black ink that reads "Linda Taylor". The signature is written in a cursive, flowing style.

Linda M. Taylor
Senior Vice President and Chief Sales Executive

