

[INSERT DATE], 2023

Name  
Address  
City, State, ZIP

**IMPORTANT INFORMATION – PLEASE REVIEW CAREFULLY**

Dear [Name],

Brightline is a provider of virtual healthcare services available through your coverage with [REDACTED]. We are writing to inform you about a data security incident involving Brightline’s vendor, Fortra (formerly known as HelpSystems), which provides file transfer services. The remaining sections of this letter explain the incident and offer additional assistance for protecting your information, including complimentary identity theft protection and credit monitoring services.

**What Happened:** On January 30, 2023, Fortra was made aware of suspicious activity within its GoAnywhere file transfer software. Through its investigation, Fortra identified unauthorized access to certain GoAnywhere customers’ accounts and download files. Fortra also promptly notified law enforcement and we understand it is cooperating with their investigation of the GoAnywhere incident.

Brightline learned of the incident on February 4, 2023 and we immediately engaged our incident response plan and confirmed that the unauthorized access was terminated. We also implemented additional security measures and continue to identify ways to reduce data exposure. Brightline’s investigation determined the incident was limited solely to the GoAnywhere MFT Software-as-a-Service (“SaaS”).

**What Information Was Involved:** The investigation determined that some files containing eligibility information were acquired by the unauthorized person during the incident. The files contained your name, member ID, group ID, gender, and date of birth.

**What We Are Doing:** While our investigation has determined that the incident is limited to the GoAnywhere MFT SaaS, we continue to enhance our cybersecurity program to further safeguard our systems from cyber threats. As a precaution, we have secured the services of Cyberscout to provide identity theft restoration and credit monitoring services at no cost to you for **24 months**.

In response to the incident, we are providing you with access to **Single Bureau Credit Monitoring / Single Bureau Credit Report / Single Bureau Credit Score** services at no charge. These services provide you with alerts for 24 months from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place with the bureau. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud. These services will be provided by Cyberscout through Identity Force, a TransUnion company specializing in fraud assistance and remediation services.

**How To Enroll For Free Services:** To enroll in Credit Monitoring services at no charge, please log on to <<URL>> and follow the instructions provided. When prompted please provide the following unique code to receive services: <CODE HERE>. In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

**What You Can Do:** We encourage you to enroll in the identity theft, restoration and credit monitoring services from Cyberscout. For additional resources available to you, please review the information contained in the pages following this letter.

### ADDITIONAL RESOURCES

**Order Your Free Credit Report.** To order your free annual credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com), call toll-free at (877) 322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's (FTC) website at [www.ftc.gov](http://www.ftc.gov) and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

The three credit bureaus (Equifax, Experian, and TransUnion) provide free annual credit reports only through the website, toll-free number, or request form. You may also purchase a copy of your credit report by contacting any of the credit reporting agencies below:

Equifax <a href="http://www.equifax.com">www.equifax.com</a>	(800) 685-1111
Experian <a href="http://www.experian.com">www.experian.com</a>	(888) 397-3742
TransUnion <a href="http://www.transunion.com">www.transunion.com</a>	(800) 916-8800

**For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents:** You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

Upon receiving your credit report, review it carefully. Errors may be a warning sign of possible identity theft. Here are a few tips of what to look for:

- Look for accounts you did not open.
- Look in the "inquiries" section for names of creditors from whom you have not requested credit. Some companies bill under names other than their store or commercial names; the credit bureau will be able to tell if this is the case.
- Look in the "personal information" section for any inaccuracies in information (such as home address and Social Security Number).

If you see anything you do not understand, call the credit bureau at the telephone number on the report. You should notify the credit bureaus of any inaccuracies in your report, whether due to error or fraud, as soon as possible so the information can be investigated and, if found to be in error, corrected. If there are accounts or charges you did not authorize, immediately notify the appropriate credit bureau by telephone and in writing. Information that cannot be explained should also be reported to your local police or sheriff's office because it may signal criminal activity.

We encourage you to take advantage of these protections and remain vigilant for incidents of fraud and identity theft, including regularly reviewing and monitoring your credit reports and account statements.

**Federal Trade Commission and State Attorneys General Offices.** If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state, and local law enforcement. You may also contact these agencies for information on how to prevent or minimize the risks of identity theft.

You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/), 1-877-IDTHEFT (438-4338).

**For Maryland residents:** You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, [www.oag.state.md.us](http://www.oag.state.md.us), 1-888-743-0023.

**For North Carolina residents:** You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, [www.ncdoj.gov](http://www.ncdoj.gov), 1-877-566-7226 for more information about preventing identity theft.

**For New York residents:** The Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>.

**For Connecticut residents:** You may contact the Connecticut Office of the Attorney General, 165 Capitol Avenue, Hartford, CT 06106, 1-860-808-5318, [www.ct.gov/ag](http://www.ct.gov/ag).

**Placing a Security Freeze.** You have a right to place a “security freeze” on your credit report, at no charge, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit.

You can place, temporarily lift, or permanently remove a security freeze on your credit report online, by phone, or by mail. You will need to provide certain personal information, such as address, date of birth, and Social Security number to request a security freeze and may be provided with a unique personal identification number (PIN) or password, or both, that can be used by you to authorize the removal or lifting of the security freeze. Information on how to place a security freeze with the credit reporting agencies is also contained in the links below:

<https://www.equifax.com/personal/credit-report-services/>

<https://www.experian.com/freeze/center.html>

<https://www.transunion.com/credit-freeze>

As of February 20, 2023, the reporting agencies allow you to place a credit freeze through the online, physical mail and phone numbers and request that you provide the information listed below. Where possible, please consult the websites listed above for the most up-to-date instructions.

Reporting Agency	Online	Physical Mail	Phone Number
<b>Equifax</b>	<p><i>Freeze request may be submitted via your myEquifax account, which you can create here:</i></p> <p><a href="https://my.equifax.com/consumer-registration/UCSC/#/personal-info">https://my.equifax.com/consumer-registration/UCSC/#/personal-info</a></p>	<p><b>Mail the Equifax Freeze Request Form to:</b></p> <p>Equifax Information Services LLC P.O. Box 105788 Atlanta, GA 30348-5788</p> <p><b>Form may be found here:</b> <a href="https://assets.equifax.com/assets/personal/Security_Freeze_Request_Form.pdf">https://assets.equifax.com/assets/personal/Security_Freeze_Request_Form.pdf</a></p>	888-298-0045
<b>Experian</b>	<p><i>Freeze request may be submitted here:</i></p> <p><a href="https://www.experian.com/ncaonline/freeze">https://www.experian.com/ncaonline/freeze</a></p>	<p><b>Mail the request to:</b></p> <p>Experian Security Freeze, P.O. Box 9554, Allen, TX 75013</p> <p><b>Request must include:</b></p> <ul style="list-style-type: none"> <li>● Full Name</li> <li>● Social security number</li> <li>● Complete address for last 2 years</li> </ul>	888-397-3742

		<ul style="list-style-type: none"> <li>• Date of birth</li> <li>• One copy of a government issued identification card, such as a driver's license, state ID card, etc.</li> <li>• One copy of a utility bill, bank or insurance statement, etc.</li> </ul>	
<b>TransUnion</b>	<p><b><i>Freeze request may be submitted via your TransUnion account, which you can create here:</i></b></p> <p><a href="https://service.transunion.com/dss/orderStep1_form.page?">https://service.transunion.com/dss/orderStep1_form.page?</a></p>	<p><b><i>Mail the request to:</i></b></p> <p>TransUnion P.O. Box 160 Woodlyn, PA 19094</p> <p><b><i>Request must include:</i></b></p> <ul style="list-style-type: none"> <li>• Full Name</li> <li>• Social security number</li> <li>• Complete address</li> </ul>	888-909-8872

Fees associated with placing, temporarily lifting, or permanently removing a security freeze no longer apply at nationwide consumer reporting agencies.

**Placing a Fraud Alert.** To protect yourself from possible identity theft, you have the right to place an initial or extended fraud alert on your credit file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. You may obtain additional information from the FTC and the credit reporting agencies listed above about placing a fraud alert and/or security freeze on your credit report.

**Protecting Against Medical Identity Theft.** The following practices can help to protect you from medical identity theft: (1) Only share your health insurance cards with your health care providers and other family members who are covered under your insurance plan or who help you with your medical care, (2) Review your "explanation of benefits statement" which you receive from your health insurance company. Follow up with your insurance company or care provider for any items you do not recognize. If necessary, contact the care provider on the explanation of benefits statement and ask for copies of medical records from the date of the potential access (noted above) to current date; and (3) Ask your insurance company for a current year-to-date report of all services paid for you as a beneficiary. Follow up with your insurance company or the care provider for any items you do not recognize

**For More Information:** Should you have any additional questions, you may contact us at 1-xxx-xxx-xxxx. Brightline is committed to data protection. We regularly review our physical and electronic safeguards to protect personal information, and we will continue to take appropriate steps to safeguard personal information and our systems. We deeply regret any inconvenience or concern this may have caused.

Sincerely,  
Brightline