

[Premera Letterhead]

March [X], 2015

Estate of Member First and Last Name

Street Address

City, State Zip Code

Dear Estate of Member First and Last Name:

I am writing to inform you that Premera Blue Cross (“Premera”) was the target of a sophisticated cyberattack, and that some of your family member’s personal information may have been accessed by the attackers. As part of our investigation, we notified the FBI and are coordinating with their own investigation into this attack.

We at Premera take this issue seriously and regret the concern it may cause. Our regret is compounded by the fact that we know you lost your family member, which may make this more difficult to receive. I’m writing to provide you information on the steps we are taking to protect your family member’s information moving forward.

**What happened?**

On January 29, 2015, we discovered that cyberattackers had executed a sophisticated attack to gain unauthorized access to our Information Technology (IT) systems. Our investigation further revealed that the initial attack occurred on May 5, 2014. We worked closely with Mandiant, one of the world’s leading cybersecurity firms, to conduct our investigation and to remove the infection created by the attack on our IT systems.

Our investigation determined that the attackers may have gained unauthorized access to your family member’s information, which could include your family member’s name, address, telephone number, date of birth, Social Security number, member identification number, bank account information, email address if provided to us, and claims information, including clinical information. The investigation has not determined that any such data was removed from our systems. We also have no evidence to date that such data has been used inappropriately.

**What is Premera doing to protect your family member?**

We recognize this issue can be frustrating and we wanted to assure you that we are diligently investigating the incident. However, if you still receive Explanation of Benefits (EOB) statements from Premera regarding your family member, we recommend that you review them. If you identify medical services listed on the EOB that your family member did not receive, please contact us immediately. We further recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your family member’s bank, credit card and other financial statements for any unauthorized activity. If you would like to place an alert on your family member’s bank account or change your family member’s bank account number, please contact your family member’s bank.

**What has Premera done to prevent this from happening in the future?**

Along with steps we took to cleanse our IT system of issues raised by this cyberattack, Premera is taking additional actions to strengthen and enhance the security of our IT systems moving forward.

**Where can you get more information on this issue?**

You have two options to obtain more information, online or via phone. You can visit <http://www.premeraupdate.com> for more information. Or, call 1-800-768-5817, Monday through Friday, 5:00 a.m. to 8:00 p.m. Pacific Time (closed on U.S. observed holidays). TTY/TDD users should call 1-877-283-6562.

I want you to know that protecting your information is incredibly important to us at Premera, as is helping you through this situation with the information and support you need.

Sincerely,

Jeffrey Roe  
President & CEO