



Date: Enter date

Name
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RE: Inadvertent Disclosure - Possible access to Office 365 email accounts of some sales agents

NOTICE OF A DATA BREACH

What Happened?

American Family Life Assurance Company of Columbus and Continental American Insurance Company (collectively "Aflac") are committed to protecting the security and confidentiality of personal and health information that we receive and maintain. Following an extensive internal investigation, we are writing to inform you of an incident involving a business email system hosted by a third party. Aflac is notifying individuals regarding possible unauthorized access to Microsoft Office 365 hosted email accounts belonging to limited number of sales agents.

Aflac retained third party experts to help investigate unusual email account activity, which occurred on various dates between approximately September 8, 2017 and May 9, 2018. Aflac took prompt action on those accounts after detecting the unusual activity at the time, including resetting passwords, isolating specific email accounts and enhancing security measures. Aflac launched an extensive forensic investigation to assess if and how our customers' information may have been accessed as a result of the unusual email account activity. On August 2, 2018, for some sales agents' accounts, Aflac determined that further tools and analysis could not conclusively rule out access to the accounts. Therefore, as a company that cares about its customers and their privacy, and in an abundance of caution we are reaching out to potentially affected individuals identified as a result of our internal review. Aflac is not aware of any misuse of your personal or health information at this time. We continue to further enhance security measures and provide additional security training and education to the agents.

What Information Was Involved?

Based on data analysis which was completed in September 2018, the information in some accounts may have included the following: first and last name, home address, date of birth, policy/certificate number, group number, type of policy (such as life, hospital, and dental) and social security number. Some general health information as part of the application, enrollment or claims process may have also been involved. It does not appear that Aflac or Aflac's business operations were targeted nor the integrity of data contained in Aflac's system or network affected.

What We Are Doing.

In an abundance of caution, though, we wanted to reach out and let you know of the incident and the measures we have taken in response and offer you credit monitoring.

We have partnered with ConsumerInfo.com, Inc., an Experian® company, to provide you

	<p>with a one-year subscription to the Experian IdentityWorks™ monitoring membership. This membership provides comprehensive credit monitoring for all three major credit reporting agencies and will enable you to identify possible fraudulent use of your information. To take advantage of this offer, follow these steps:</p> <ol style="list-style-type: none"> 1. ENSURE that you enroll by: April 30, 2019 (Your code will not work after this date.) 2. VISIT the IdentityWorks™ Web Site to enroll: https://www.experianidworks.com/3bcredit 3. PROVIDE your activation code: [enter credit code] <p>If you have questions or need an alternative to enrolling online, please call 877.890.9332 and provide Engagement #: DB06693.</p>
<p>What You Can Do.</p>	<p>We recommend that you always review bills, notices and statements received from doctors, hospitals and health insurance companies. Also, routinely review your credit reports and notify one of the three major credit bureaus of any suspicious activity. You may also contact any of the agencies listed below in order to obtain information regarding fraud alerts and security freezes.</p>
<p>Other Important Information.</p> <p>Credit Reporting Agencies:</p> <ul style="list-style-type: none"> • Experian: 1.888.397.3742; www.experian.com; P.O. Box 9532, Allen, TX 75013 • Equifax: 1.800.525.6285; www.equifax.com; P.O. Box 740241, Atlanta, GA 30374-0241 • TransUnion: 1.800.680.7289; www.transunion.com; Fraud Victim Assistance Division, P.O. Box 6790, Fullerton, CA 92834-6790 <p>Federal Trade Commission (FTC):</p> <ul style="list-style-type: none"> • FTC: 1.202.326.2222; www.ftc.gov; 600 Pennsylvania Avenue, NW, Washington, DC 20580 <p>California Office of Privacy Protection:</p> <ul style="list-style-type: none"> • www.privacy.ca.gov 	
<p>For More Information.</p>	<p>Please be assured this matter has been reviewed carefully, and preventive measures have been put in place to assist with preventing any future occurrences. We recommend that you always review bills, notices and statements received from doctors, hospitals and health insurance companies. You may also wish to watch for any suspicious activity regarding your accounts, and contact us with any questions or concerns. If you need our help or if you have any questions, please call us toll-free at 1-855-509-0822. Our customer service representatives are here to assist you Monday through Friday from 8 a.m. to 8 p.m. Eastern time, except for legal holidays.</p> <p>We apologize for any inconvenience this incident may cause, and we are committed to the security of our valued customers' information.</p>
<p>Signed.</p>	<p>Sincerely,</p> <p><i>Lisa Presley</i></p> <p>Lisa Presley</p> <p>Aflac Privacy Official</p>

