



IMPORTANT LEGAL MATERIALS



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<<Name 1>>
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<<Address1>>
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<<City>> <<State>> <<Zip 10>>
<<CountryName>>

Joan Selvig
North America Privacy Office
1299 Zurich Way
Schaumburg, IL 60196

January [redacted], 2019

Dear <<Name1>>:

We are writing to share with you important information regarding an incident that involved your personal information.

What Happened:

Zurich works with a vendor to collect the payment information required to process electronic claim-related payments. Recently, Zurich learned that falsified account information was submitted through the vendor system in order to gain unauthorized access to certain claim payments between August – December 2018. Because the Explanation of Benefits (EOB) related to your insurance claim was included with the claim payment, there was unauthorized access to your personal information.

What Information Was Involved:

The information accessed contained your name, medical information, and the last four digits of your social security number.

What We Are Doing:

The protection of data and safeguarding of confidential information is a priority for Zurich. We are currently evaluating how Zurich and our vendor may further enhance our protections to guard against similar incidents going forward.

To help safeguard you from misuse of your personal information, we have retained CyberScout, a third party vendor, to provide credit monitoring services for one year at no cost to you.

Please visit the following website if you would like to take advantage of this offer.

https://www.myidmanager.com/promo_code.html

When you access the website please use this Activation Code to enroll and unlock your credit monitoring services provided by Zurich: <<Activation Code>>. **Please note that the code is case sensitive.**



What You Can Do:

You may also wish to take one or more of the additional steps below:

Placing A Fraud Alert On Your Credit Bureau File

A fraud alert lets creditors know to contact you before opening new accounts. Just call any one of the three credit reporting agencies at their respective numbers below. Contacting one of the agencies will allow you to automatically place fraud alerts with all three agencies. You will then receive letters from all of them, with instructions on how to obtain a copy of your credit report from each.

Equifax Credit Information Services, Inc.

P.O. Box 105069
Atlanta, GA 30348
800-525-6285
www.equifax.com

Experian

P.O. Box 2104
Allen, TX 75013
888-397-3742
www.experian.com

TransUnion Fraud Victim Assistance

P.O. Box 2000
Chester, PA 19022
800-680-7289
www.transunion.com

Getting More Information About Identity Theft

For more information on identity theft, we suggest that you visit the website of the federal trade commission at www.consumer.gov/idtheft. If you do not have Internet access and wish to call the Federal Trade Commission for additional information, please call 1-877-IDTHEFT [1-877-438-4338]; TDD: 1-866-653-4261. You may also send correspondence to: Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue NW, Room H-130, Washington, DC 20580.

More Information:

We are committed to protecting your personal information and sincerely apologize for any inconvenience this incident may cause you. If you have any additional questions or would like to discuss further, please do not hesitate to contact us at [\[Rust Call Center Number\]](#).

Sincerely,

Joan Selvig Vice President, Operations
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