



<<Date>>

<<Insert Recipient's Name>>

<<Insert Address>>

<<Insert City, State, Zip>>

Notice of Data Breach

Dear <<Insert member name>>:

California Health & Wellness (CHW) recently received a notice from our vendor, Accellion, that it was the victim of a cyber attack. We are writing to let you know how this incident may have affected your personal information and, as a precaution, to provide steps you can take to help protect your information. We take the privacy and security of your personal information very seriously and we sincerely regret any concern this incident may cause you.

Why Does Accellion Have My Personal Information

CHW used Accellion to exchange data files with health care providers and other vendors that support our operations.

What Happened

On January 25, 2021, Accellion informed us that its file transfer platform was compromised by an unknown malicious party. The compromise allowed the malicious party to view or download our data files stored on Accellion's system from January 7 to January 25, 2021. Our investigation determined that your personal information was included in the data files involved in this incident. At this point, we are not aware of any fraud or misuse of your personal information due to this incident, but we are notifying you out of an abundance of caution.

What Information Was Involved

The personal information involved in this incident may have included your name and one or more of the following types of information:

- Address
- Date of birth
- Insurance ID Number
- Health information, such as your medical condition(s) and treatment information

What We Are Doing

We have taken the following actions in response to this incident:

- Upon learning of this incident, we immediately activated our incident response plan and worked with Acellion to conduct our investigation. We analyzed the files involved in the incident so we could distribute notification to affected individuals as quickly as possible.
- Acellion is coordinating its incident response with law enforcement authorities, including the United States Federal Bureau of Investigation (FBI).
- We stopped using Acellion's services and removed all of our data files from its system.
- We reviewed our other file transfer service processes and tools to ensure they are not at risk to a similar attack.

What You Can Do

We have no reason to believe that your information has been used improperly, however, we want to be cautious. Please review the steps below you can take to protect your information.

- 1) We are providing you with one year of free identity protection service through **IDX®**. **IDX®** will help you resolve issues if your identity is compromised. Below are instructions on how to enroll in this service and a description of the benefits.
 - Enroll online at: <https://response.idx.us/hnt>
 - Enroll Toll Free: (833) 416-0859
 - **Enrollment code: <<Enrollment code 2>>**
 - Enrollment Deadline: June 30, 2021

Your one-year **IDX®** membership will include the following benefits:

- **Credit Monitoring.** Single bureau credit monitoring so you get notices when new information posts to your credit report.
 - **CyberScan Monitoring.** Dark Web monitoring of underground websites, chat rooms, and malware, 24/7, to identify trading or selling of personal information
 - **Identity Theft Insurance.** Identity theft insurance will reimburse members for expenses associated with restoring their identity should they become a victim of identity theft. If a member's identity is compromised, the policy provides coverage for up to \$1,000,000, with no deductible
 - **Fully Managed Identity Recovery.** **IDX®** fully managed recovery service provides restoration for identity theft issues, such as: account creation, criminal identity theft, medical identity theft, account takeover, rental application, tax fraud, benefits fraud, and utility creation.
- 2) Please review the "Information About Identity Theft Protection" reference guide, at the end of this letter, which describes additional steps you can take to help protect yourself, including recommendations from the Federal Trade Commission regarding identity theft protection and details about how to place a fraud alert or a security freeze on your credit file.
 - 3) Keep a copy of this letter for your records in case of any potential future problems with your health plan benefit or other records. Regularly review any statements you receive pertaining to your health plan benefits. If you see indications of any treatment or services that you believe you did not receive, please contact us immediately through our toll free Call Center number listed below.

For More Information

The security of your personal information is important to us and we sincerely regret any inconvenience this incident may have caused you. For more information on your privacy rights, we suggest that you visit the website of the California Office of Privacy Protection at www.privacy.ca.gov, or if you have any questions about this incident, please contact our toll free Call Center at (833) 416-0859.

Sincerely,

California Health & Wellness