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February 10, 2022

Notice of Security Incident

Dear Valued Customer,

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

What Happened?
<p>CVS/pharmacy places a high priority on protecting the privacy and security of our customers' information and takes its responsibility to safeguard this information very seriously. We recently detected automated attempts to fraudulently log in to certain customer accounts on our retail website (www.CVS.com), using common passwords (a practice known as "password spraying").</p> <p>CVS/pharmacy's internal systems were not impacted by this incident. Instead, password spraying involves a threat actor acquiring a list of user names and then attempting to use a small list of commonly used passwords against many different accounts to acquire valid account credentials (user name and password). When credentials are acquired from one web site, it provides an opportunity to gain access to other web sites where the same credentials are used.</p> <p>On January 25, 2022, we determined that certain elements of personal information pertaining to CVS/pharmacy customers, including yourself, may have been obtained as a result of this activity.</p>
What Information Was Involved?
<p>The personal information that may have been obtained include your first name, last name, date of birth, mailing address, email address and limited prescription information such as the name of your medication and the date it was last filled. The incident did <u>not</u> involve your Social Security number, any financial or payment information such as your credit or debit card number or bank account information.</p>
What We Are Doing.
<p>Upon detection of the activity, we acted swiftly to reset the passwords of impacted accounts. We have taken steps on all of our websites to further deter this type of activity and continue to monitor traffic to our websites for the appearance of anything malicious.</p>

What You Can Do.

When you log in to your CVS.com account, you may be prompted to change your password. You can also change your password by visiting www.cvs.com/reset and entering the email address that is associated with your CVS.com account, and we will send you a link to set your new password.

While your Social Security number and financial account information were not compromised, we nevertheless always encourage you to remain vigilant in monitoring your account statements and credit reports for incidents of unauthorized activity, and to promptly report such incidents.

You can also take steps to protect your online account information by not re-using the same password across multiple accounts. It is good practice to choose different account passwords for each of your online accounts.

For more information on how to protect your personal information and online accounts, please visit <https://www.consumer.ftc.gov/blog/2016/06/password-breaches-what-do>.

Please know that we regret any inconvenience this event may cause you. If you have any additional questions regarding this notice, please call 1-833-783-1446, available 9:00 am to 9:00 pm EST, Monday – Friday.

Sincerely,

CVS/pharmacy Privacy Office