

Who can you contact?

You now have free access to Experian IdentityWorksSM for 24 months. An Experian agent will help if you suspect fraud. This might include closing accounts or freezing your credit file.

- Contact Experian by October 31, 2026 at 1-833-918-1296.
- They are available Monday – Friday, 8 a.m. – 8 p.m. Central Time, except for major U.S. holidays.
- Reference ENGAGE# for your Identity Restoration services.

How long is identity support available?

Identity Restoration services are available to you for 24 months from the date of this letter. Read the Terms and Conditions at www.ExperianIDWorks.com/restoration for more information.

What other protections are available?

You can also activate fraud detection tools through Experian IdentityWorks for free. This gives you tools to detect fraud and resolve identity theft. Start monitoring your personal information by following these steps:

1. **Visit the Experian IdentityWorks website:** www.experianidworks.com/1Bcredit
2. **Enter your activation code:** ABCDEFGHI
3. **Enroll by October 31, 2026** by 11:59 p.m. UTC. Your code will not work after this date.

We take this matter seriously. We sincerely apologize for any concern this may cause you.

If you have questions or concerns, please contact 1-833-918-1296 toll-free Monday through Friday from 8 a.m. to 8 p.m. Central Time, except for major U.S. holidays.

Sincerely,

TriWest Healthcare Alliance

ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues. Once enrolled you have access to:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.