



OptumRx Privacy Office
11000 Optum Circle (MN101)
Attn Shelley Violette
Eden Prairie, MN 55344

Date

Name

Address Line 1

Address Line 2

City, STATE, Zip code

Dear Name,

We wanted to make you aware of a recent incident that may have affected some of your health information. On March 22, 2016, we were notified that an unencrypted laptop computer belonging to a vendor of OptumRx, which provides home delivery prescription services to you, was stolen from one of its employee's vehicles. The theft occurred on March 16, 2016 in Indianapolis, Indiana.

Working with the vendor, we determined that an electronic file on the stolen laptop included your name, address, health plan name, prescription drug information and prescribing provider information. In some cases date of birth was also present. No financial information (Social Security number, credit card or financial account information) was involved.

Upon discovery of the theft, local law enforcement was immediately notified and an outside investigation was also launched. In addition, we have worked with the vendor to put immediate and additional protections in place to prevent the occurrence of similar incidents in the future. These measures include additional security requirements on laptops they use for OptumRx work, training and reinforcement of existing policies and practices, and further evaluation of additional safeguards.

We deeply regret this incident and any inconvenience or concern that it may cause. As a precaution to protect against misuse of your health information, we recommend that you regularly monitor account statements and the explanation of benefits statements that you receive from your health plan to check for any unfamiliar health care services or prescription activity. If you notice any health care services or prescription activity that you did not receive listed on an explanation of benefits statement, please contact your health plan immediately.

In addition, while no financial information was compromised, we are also offering one year of LifeLock® identity theft protection services at no cost to you. This service includes proactive identity theft protection, identity theft alerts, address change verification, annual copies of your credit report from all three national credit bureaus, and comprehensive recovery services if you become a victim of identity theft during your LifeLock® membership. We have enclosed instructions for your convenience in registering for this service.

In addition, you may want to order copies of your credit reports from each of the three national credit reporting agencies to check for any inaccurate information, particularly medical services



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or medical bills that you do not recognize. You may obtain your free annual credit report from each of the national credit reporting agencies by visiting www.annualcreditreport.com, by calling 1-877-322-8228 or by mailing your request to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. California residents can obtain additional information from the California Office of Privacy Protection (<http://oag.ca.gov/privacy>) on protection against identity theft. If you notice any suspicious activity, please notify the related institution immediately.

We have established a dedicated toll-free hotline that you can call if you have any questions. Specially trained representatives are available 24/7 at 1-866-889-2406. Again, please accept our deepest apologies.

Sincerely,

A handwritten signature in black ink that reads "Mitchell W. Granberg". The signature is fluid and cursive, with a long horizontal stroke at the end.

Mitchell W. Granberg
Chief Privacy Officer

Enclosure: LifeLock® enrollment materials



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LifeLock® Identity Theft Protection Services

OptumRx has partnered with LifeLock, Inc., an industry leader in identity theft protection, to offer you one year of LifeLock® service at no cost to you. OptumRx will pay for a one-year LifeLock membership for the individual who has received this letter. Your promotional code is only valid for you and no one else.

Turn Over This Page to Read What Is Included in LifeLock Identity Theft Protection.

You can enroll in LifeLock service by **phone** or **online**. You have until **July 8, 2016** to sign up for your membership.

Enroll by Telephone:

1. Call LifeLock at **1-800-978-1724**. LifeLock representatives are available 24 hours a day, 7 days a week, 365 days a year.
2. Give the LifeLock representative your promotional code: **ORX853**.
3. Give the LifeLock representative your LifeLock Member ID. Your LifeLock Member ID is your first and last name with no spaces (Ex. Anthony Smith would be anthonymsmith).

Enroll Online:

1. Go to www.LifeLock.com.
2. Click on the **Plans and Pricing** button on the top right hand side of the webpage.
3. Enter your promotional code in the **Promo Code** box. Your code is: **ORX853** and click **Apply**.
4. Enter your first and last name (no spaces) in the LifeLock **Member ID** box (Ex. Anthony Smith would be anthonymsmith).
5. Tab out and complete your enrollment.

You will receive a welcome email or letter from LifeLock confirming your enrollment has been processed, although your protection begins immediately.

If you have questions about the services offered or enrollment in LifeLock identity theft protection, please call **1-800-978-1724**.



LifeLock membership includes:

- **Identity Threat Detection and Alerts**
 - Stolen identity information is used to apply for credit cards, wireless services, retail credit, utilities, mortgages or auto and payday loans. LifeLock actively monitors applications within an extensive network for attempts to use your personal information. Whenever suspicious activity is detected, you will receive an alert via email or phone.[†]
- **Lost Wallet Protection**
 - A lost or stolen wallet can leave you stranded. If your wallet goes missing, just call—anytime, anywhere—and LifeLock will help cancel or replace the contents, helping you stop fraudulent charges so you can get back on your way. Coverage includes: credit and debit cards, driver's licenses, Social Security cards, insurance cards, checkbooks and travelers checks (pictures, cash and cash equivalents excluded).
- **Address Change Verification**
 - Identity thieves can redirect your mail, containing financial information, by impersonating you and providing a fraudulent new address. LifeLock monitors these requests and notifies you any time a change of address is requested in your name.
- **Black Market Website Surveillance**
 - Identity thieves illegally buy, sell and trade personal information on black market Internet sites around the world. LifeLock patrols over 10,000 criminal websites and notifies you if your private data is found.
- **Reduced Pre-Approved Credit Card Offers**
 - LifeLock requests that your name be removed from many pre-approved credit card mailing lists, an important information source for identity thieves.
- **LifeLock Member Service 24/7/365**
 - LifeLock is available to help you 24 hours a day, 7 days a week, 365 days a year. If at any time you have questions, sign in to your secure member portal at LifeLock.com, email Member.Services@LifeLock.com or call 1-800-LifeLock (543-3562).
- **\$1 Million Total Service Guarantee**
 - As a LifeLock member, if you become a victim of identity theft, LifeLock will spend up to \$1 million to hire experts to help your recovery.[‡]

[†]Network does not cover all transactions and scope may vary.

[‡]The benefits under the Service Guarantee are provided under a Master Insurance Policy underwritten by State National Insurance Company. As this is only a summary please see the actual policy for applicable terms and restrictions at LifeLock.com.