

Perficient, Inc.
555 Maryville University Drive, Suite 600
St. Louis, Missouri 63141

INSERT MEMBER NAME

June 26, 2025

Dear MEMBER,

Perficient, Inc. (“**Perficient**” or “**we**”) is writing to inform you of an issue that may have impacted some of your personal information. Perficient provides IT professional and consulting services to Blue Cross Blue Shield of Massachusetts (BCBSMA). This letter contains information about what happened and actions we have taken to prevent a reoccurrence.

What Happened?

On or around November 14, 2024, in connection with performing services for BCBSMA, Perficient inadvertently uploaded a file containing your personal information to an online application named Sejda that offers free PDF editing. Sejda is not approved for use by BCBSMA and did not have the level of security measures Perficient requires when handling personal information on behalf of its clients. While we have no information to suggest that your information was viewed by anyone unauthorized to view it, we are notifying you because it is important to both BCBSMA and Perficient that we be transparent about potential privacy issues.

What Information Was Involved?

The uploaded information included your name along with some combination of your social security number, address, gender, date of birth, dates of coverage, the insured’s employer’s name, group number, termination date, and insurance type.

What We Are Doing

We take your privacy and the security of all information entrusted to us very seriously. We assure you that we’ve already taken steps to prevent a recurrence by addressing the root cause and retraining the individuals involved with proper data handling practices.

In response to the incident, we are also providing you with access to Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score services for 24 months from the date of enrollment when changes occur to your credit file at no charge. This notification is sent to you the same day that the change or update takes place with the bureau. We are also providing you with proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud. These services will be provided by Cyberscout, a TransUnion company specializing in fraud assistance and remediation services. Cyberscout is a global leader in risk mitigation and response, and their team has extensive experience helping people who have experienced an unintentional exposure of confidential data.

Enrolling in the Free Services

To enroll in Credit Monitoring services at no charge, please log on to <https://bfs.cyberscout.com/activate> and follow the instructions provided. When prompted please provide the following unique code to receive services: **XXXXXXXXXXXXXX**. In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

What Else You Can Do

While we believe there is no risk to your personal information as a result of this issue, we have included additional steps you can take to protect your personal information.

Monitoring: You should always remain vigilant for incidents of fraud and identity theft, especially during the next 12-24 months, by reviewing payment card account statements and monitoring your credit reports for suspicious or unusual activity and immediately report any suspicious activity or incidents of identity theft. You have the right to obtain or file a police report. You can contact the Federal Trade Commission (FTC) for more information on preventing identity theft. We encourage you to report any incidents of identity theft to the FTC.

Federal Trade Commission, Consumer Response Center
600 Pennsylvania Ave, NW Washington, DC 20580 1-877-IDTHEFT (438-4338) www.identitytheft.gov

Credit Reports: You may obtain a copy of your credit report, for free, whether or not you suspect any unauthorized activity on your account, from each of the three nationwide credit reporting agencies. To order your free credit report, please visit www.annualcreditreport.com, or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at www.consumer.ftc.gov/articles/0155-free-credit-reports) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

Fraud Alerts: You have the right to place fraud alerts with the three credit bureaus by phone and online with Equifax (https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf), Experian (www.experian.com/fraud/center.html) or Transunion (www.transunion.com/fraud-victim-resource/place-fraud-alert). A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. Initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for all three credit bureaus are at the bottom of this page.

Security Freeze: You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency by visiting their websites below or by mail. To place the security freeze for yourself, your spouse, or a minor under the age of 16, you will need to provide your name, address for the past two years, date of birth, Social Security number, proof of identity and proof of address as requested by the credit reporting company. After receiving your freeze request, each credit reporting company will send you a confirmation letter containing a unique PIN (personal identification number) or password, which will be needed to lift the freeze, which you can do either temporarily or permanently. It is free to place, lift, or remove a security freeze.

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348-5788
www.equifax.com/personal/credit-report-services/credit-freeze/
1-866-478-0027

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013-9544
<http://www.experian.com/freeze/center.html>
1-888-397-3742

TransUnion Security Freeze
P.O. Box 160
Woodlyn, PA 19094
www.transunion.com/credit-freeze
1-800-916-8800

For More Information

Representatives are available for 90 days from the date of this letter, to assist you with questions regarding this incident, between the hours of 8:00 a.m. to 8:00 p.m. Eastern time, Monday through Friday, excluding holidays. Please call the help line at 1-800-405-6108 and supply the fraud specialist with your unique code listed above.