

DATE

NAME

ADDRESS

CITY/STATE/ZIP

NOTICE OF DATA BREACH

Dear *****,

Important Notice Regarding Your Information

We are writing to notify you of a potential incident involving your protected health information.

Firstsource Healthplans and Healthcare Services, LLC (“Firstsource”), a service provider to health insurance industry clients, recently identified a programming error on its platform that may have allowed unauthorized access to or viewing of certain personally identifiable information. Firstsource received your information in connection with client engagements, including data related to your health care through your health benefit plan. The platform supports online uploads of documents, including claims and correspondence, on behalf of providers and members to enable downstream data intake and processing.

What Information Was Involved

Again, at this time, we have no evidence that any information was misused by an unauthorized person. However, the potential exposure included your stand-alone Social Security number.

What Are We Doing

When we discovered this issue, we took immediate steps to secure the affected platform. We disabled the setting that allowed this information to be accessed and added additional protections to the related system. We have also strengthened access controls consistent with security best practices.

Additional Steps We Took to Better Protect Your Information

- We updated the system to better control how files and information can be accessed.
- We added additional safeguards to block attempts to reach information through unauthorized paths.
- We changed the way the application handles file access so it can only occur through approved processes.
- We strengthened checks on the system to help ensure only authorized users can make requests.
- We improved security for system connections and application features to better protect against unauthorized access.
- We enhanced session controls, including automatic expiration and sign-out protections.
- We added stronger checks throughout the application to help prevent unauthorized access to information.
- We changed passwords, security keys, and other credentials connected to the affected application.
- We strengthened protections for sensitive information, including when it is stored and when it is transmitted.
- We added stronger user verification steps for certain file access functions.

In addition, we engaged an independent forensic firm to review the security of the platform. Based on that investigation, there is no evidence that your information was misused.

What You Can Do

Reviewing Your Credit Reports and Placing a Freeze or Alert

You have the right to request a **free** copy of your credit report from each of the three national consumer reporting agencies once every 12 months, or more frequently depending on your state of residence. You may also place a fraud alert (which alerts creditors to verify your identity before opening new accounts) or a security freeze (which completely restricts access to your credit report) free of charge.

To contact the national consumer reporting agencies to request your credit reports, or to place a freeze or fraud alert on your file, please use the following contact information:

- **Equifax**

Mailing Address: Equifax Information Services LLC, P.O. Box 105788, Atlanta, GA 30348

Website: equifax.com/personal/credit-report-services

Telephone: 1-888-298-0045 or 1-800-685-1111

- **Experian**

Mailing Address: Experian Credit Freeze/Fraud Center, P.O. Box 9554, Allen, TX

Website: experian.com/help

Telephone: 1-888-397-3742

- **TransUnion**

Mailing Address: TransUnion LLC, P.O. Box 160, Woodlyn, PA 19094

Website: transunion.com/credit-help

Telephone: 1-888-909-8872 or 1-800-916-8800

You can also obtain a free centralized credit report by visiting the official, government-mandated site annualcreditreport.com or by calling toll-free 1-877-322-8228.

As an additional precaution, you may request two (2) years of complimentary credit monitoring services from Firstsource logging on to <https://bfs.cyberscout.com/activate> and follow the instructions provided. When prompted please provide the following unique code to receive services: **<CODE HERE>**.

In order for you to receive the monitoring services, 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.

Additional Resources: Federal Trade Commission (FTC)

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect your personal information by contacting the Federal Trade Commission. The FTC provides a centralized, official resource for identity theft victims to report incidents and build a personalized recovery plan.

To contact the Federal Trade Commission, please use the following information:

- Mailing Address: Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580
- Website: IdentityTheft.gov (Primary site for recovery) or ftc.gov (General site)
- Telephone: 1-877-ID-THEFT (1-877-438-4338) or TTY: 1-866-653-4261

Additional Resources: State Attorney General

You may also want to review information from consumer protection agencies about steps you can take to help protect yourself, such as placing a fraud alert on your credit file, requesting a security freeze, and monitoring

signs of identity theft. Additional helpful information may be available through your state's Attorney General's Office, which you can find by visiting your state Attorney General's website listed below:

For Residents of Alaska

1031 W 4th Ave, Suite 200
Anchorage, AK 99501
<https://law.alaska.gov/>
P: 907-269-5100

For Residents of Arkansas

101 W Capital Ave
Little Rock, AR 72201
<https://arkansasag.gov/>
P: 501-682-2007

For Residents of Arizona

2005 North Central Ave
Phoenix, AZ 85004
<https://www.azag.gov/>
P: 602-542-5763
E: consumerinfo@azag.gov

For Residents of California

1300 "I" Street
Sacramento, CA 95814
<https://oag.ca.gov/>
P: 916-445-9555

For Residents of Colorado

1300 Broadway St, 10th Floor
Denver, CO 80203
<https://coag.gov/>
P: 720-508-6000

For Residents of Connecticut

165 Capitol Avenue Hartford, CT 06106
<https://portal.ct.gov/AG>
P: 860-808-5420
E: Attorney.General@ct.gov

For Residents of Delaware

820 North French Street
Wilmington, DE 19801
<https://attorneygeneral.delaware.gov/>
P: 302-683-8800
E: attorney_general@delaware.gov

For Residents of District of Columbia

400 6th St NW
Washington, DC 20001
<https://oag.dc.gov/>
P: 202-727-3400

For Residents of Florida

107 West Gaines Street

Tallahassee, FL 32399

<https://www.myfloridalegal.com/>
P: 850-414-3300

For Residents of Georgia

40 Capitol Square SW
Atlanta, GA 30334
<https://law.georgia.gov/>
P: 404-458-3600

For Residents of Idaho

700 West Jefferson Street, Suite 210
Boise, ID 83720-0010
<https://www.ag.idaho.gov/>
P: 208-334-2400
E: AGLabrador@ag.idaho.gov

For Residents of Illinois

500 South Second Street
Springfield, IL 62701
<https://www.illinoisattorneygeneral.gov/index>
P: 217-782-1090

For Residents of Indiana

302 West Washington Street, 5th Floor
Indianapolis, IN 46204
<https://www.in.gov/attorneygeneral/>
P: 317-232-6201 F: 317-232-7979

For Residents of Kansas

120 SW 10th Avenue, 2nd Floor
Topeka, KS 66612
<https://www.ag.ks.gov/>
P: 785-296-2215

For Residents of Kentucky

700 Capital Avenue, Suite 118
Frankfort, KY 40601-3449
<https://www.ag.ky.gov/Pages/default.aspx>
P: 502-696-5300

For Residents of Louisiana

<https://www.ag.state.la.us/>
1885 North Third Street
Baton Rouge, LA 70802
P: 225-326-6079
E: constituentservices@ag.louisiana.gov

For Residents of Maine

111 Sewall Street
Augusta, ME 04330
<https://www.maine.gov/ag/>
P: 207-626-8800

E: attorney.general@maine.gov

For Residents of Massachusetts

1 Ashburton Place, 20th Floor
Boston, MA 02108
<https://www.mass.gov/orgs/office-of-the-attorney-general>
P: 617-727-8400

For Residents of Maryland

200 St. Paul Place
Baltimore, MD 21202
<https://oag.maryland.gov/Pages/oag.aspx>
P: 410-576-6300

For Residents of Michigan

525 West Ottawa Street
Lansing, MI 48906
<https://www.michigan.gov/ag>
P: 517-335-7622
E: miag@michigan.gov

For Residents of Minnesota

445 Minnesota Street, Suite 600
St. Paul, MN 55101-2131
<https://www.ag.state.mn.us/>
P: 651-296-3353

For Residents of Missouri

2311 Bloomfield Street, Suite 106
Cape Girardeau, MO 63703
<https://ago.mo.gov/>
P: 573-290-5679

For Residents of Mississippi

550 High Street
Jackson, MS 39201
<https://attorneygenerallynnfitch.com/>
P: 601-359-3680

For Residents of Montana

215 North Sanders Street
Helena, MT 59601
<https://dojmt.gov/attorney-generals-office/>
P: 406-444-2026
E: contactdoj@mt.gov

For Residents of New Jersey

25 Market Street
Trenton, NJ 08611
<https://www.njoag.gov/>
P: 609-984-5828

For Residents of New Mexico

408 Galisteo Street
Santa Fe, NM 87501
<https://nmdoj.gov/>
P: 505-490-4060

For Residents of Nevada

100 North Carson Street
Carson City, NV 89701
<https://ag.nv.gov/>
P: 775-684-1100
E: AgInfo@ag.nv.gov

For Residents of New York

Washington Avenue and State Street
Albany, NY 12224
<https://ag.ny.gov/>
P: 800-771-7755

For Residents of North Carolina

114 West Edenton Street
Raleigh, NC 27603
<https://ncdoj.gov/>
P: 919-716-6400

For Residents of Ohio

30 East Broad Street
Columbus, OH 43215
<https://www.ohioattorneygeneral.gov/>
P: 614-466-4986

For Residents of Oklahoma

313 NE 21st Street
Oklahoma City, OK 73105
<https://oklahoma.gov/oag.html>
P: 405-521-3921
E: contact@oag.ok.gov

For Residents of Oregon

1162 Court Street NE
Salem, OR 97301-4096
<https://www.doj.state.or.us/>
P: 503-378-4400
E: AttorneyGeneral@doj.oregon.gov

For Residents of Pennsylvania

Strawberry Square
Harrisburg, PA 17120
<https://www.attorneygeneral.gov/>
P: 717-787-3391

For Residents of South Carolina

1000 Assembly Street, Room 519
Columbia, SC 29201
<https://www.scag.gov/>
P: 803-734-3970

For Residents of Tennessee

500 Charlotte Avenue
Nashville, TN 37219
<https://www.tn.gov/attorneygeneral.html>
P: 615-741-3491

For Residents of Texas

10010 San Pedro Avenue, Suite 701
San Antonio, TX 78216

<https://www.texasattorneygeneral.gov/>

P: 512-463-2100

For Residents of Utah

350 North State Street, Suite 230
Salt Lake City, UT 84114-2320

<https://attorneygeneral.utah.gov/>

P: 801-366-0260

E: uag@agutah.gov

For Residents of US Virgin Islands

3438 Kronprindsens Gade GERS Building,
2nd Floor

Thomas, Virgin Islands 00802

<https://www.naag.org/attorney-general/gordon-c-rhea/>

P: 340-774-5666

For Residents of Virginia

202 North Ninth Street
Richmond, VA 23219

<https://www.oag.state.va.us/>

P: 804-786-2071

For Residents of Washington

1125 Washington Street SE
Olympia, WA 98501

<https://www.atg.wa.gov/>

P: 360-753-6200

If you have any questions about this notice or need additional assistance, please 1-800-405-6108 or write:

Firstsource Health plans and Healthcare Services, LLC

Attn: Privacy Officer

10400 Linn Station Rd, Suite 215

Louisville, KY 40223

Sincerely,

Laura W. Kinder

Privacy Officer