

14820



HealthMarkets Insurance Agency
9151 Boulevard 26
North Richland Hills, Texas 76180

March 4th, 2019

Name
Address1
Address2
City, ST Zip

Important Security and Protection Notification.
Please read this entire letter.

Dear Name,

We are writing to you regarding a data security incident that occurred during the period of February 6 – 12, 2019.

This incident involved your personal information including name, address, social security number, and 2018 earnings. A document containing this information was attached to an email that was sent to 4 agents. As a result, your personal information may have been potentially exposed to others. We contacted the recipients and requested that the email be destroyed. Please be assured that we are committed to fully protecting the all of the information that you have entrusted to us. We have taken every step necessary to address the incident, which includes a change in the process by which sensitive information is emailed.

HealthMarkets takes this incident seriously. We are not aware that the personal information contained in the email attachment has been used inappropriately by the recipients. However, to protect yourself from the possibility of identity theft, we recommend that you immediately place a fraud alert on your credit files. A fraud alert lets creditors know that they should contact you before opening new accounts in your name. Just call any one of the three credit reporting agencies at the appropriate number below. This will let you automatically place fraud alerts with all three agencies. You will then receive letters from all of them, with instructions on how to get a new copy of your credit report from each agency.

Experian

- www.experian.com
- 888-397-3742

Equifax

- www.equifax.com
- 800-525-6285

TransUnion

- www.transunion.com
- 800-680-7289

When you receive your three credit reports, review them very carefully. Look for accounts you did not open. Look for inquiries from creditors that you did not initiate. Look for personal information, such as home address and social security number, which is not accurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

If you do find suspicious activity on your credit reports, call your local police or sheriff's office and file a police report of identity theft, or if appropriate, give your contact information to the law enforcement agency investigating the incident report for you. Please make sure that you get a copy of the police report. You may need to give copies of the police report to creditors to clear up your records.

Even if you do not find any signs of fraud on your reports, we recommend that you check your credit report every three months for the next year. Just call one of the numbers above to order your credit reports and keep the fraud alert in place.

We suggest that you also monitor your credit card and bank account statements to make sure that there have not been any unauthorized transactions on your accounts.

For more information on identity theft, we suggest that you visit the website of your state's office of privacy protection and/or the Federal Trade Commission at www.consumer.gov/idtheft or (202) 326-2222.

To further help ensure that your personal information is not used in an unauthorized manner, HealthMarkets is offering to provide a credit monitoring service for you for the next twelve months. To take advantage of this offer, you must contact us at hmprivacy@hmkts.com.

We sincerely apologize for this incident and regret any inconvenience it may cause you. We encourage you to take advantage of the credit monitoring outlined above. Should you have questions or concerns regarding this matter and/or the protections available to you, please do not hesitate to contact us at phone 888-731-4447 or hmprivacy@hmkts.com.

Sincerely,

Privacy Official
Corporate Compliance

HealthMarkets Insurance Agency, Inc. is licensed as an insurance agency in all 50 states and the District of Columbia.