

PLEASE READ: NOTICE OF DATA BREACH
CONCERNING YOUR DENTAL INSURANCE ACCOUNT

January 20, 2020

«AddressBlock»

Dear «Name»,

As part of Delta Dental's ongoing commitment to your privacy, we are writing to notify you of an unauthorized disclosure of your personal information.

What happened

On January 9, 2020, we became aware that one of our employees had inadvertently sent a report containing your personal information to an incorrect employer group. The recipient employer group notified us of the error immediately.

What Information Was Involved

The file we sent in error included your First and Last Name, Date of Birth, and Social Security Number.

What We Are Doing.

Immediately upon receiving the allegation, we confirmed that the recipient destroyed the material we sent incorrectly.

What You Can Do.

We are offering 18 months of identity theft protection to help you resolve issues if your identity is compromised. To receive credit monitoring, you must be over the age of 18, have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file. Please contact me directly and I will assist you with enrollment.

Other Important Information.

We have assessed the facts and circumstances connected to this incident, and we sincerely believe that, under the circumstances, there is very little risk that this incident will negatively affect you and that you do not need to take any action at this time. We apologize for any inconvenience this may have caused. Please contact me using the information provided below if you would like to discuss this incident further.

You can reach me at 617.886.1874 or kara.rutledge@greatdentalplans.com.

Sincerely,



Kara Rutledge
Regulatory Compliance Manager

Security Freeze on Credit Reports

Massachusetts law allows consumers to place a security freeze on their credit reports. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. Please be aware, however, that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. A credit reporting agency may charge you a reasonable fee each to place, temporarily lift, or permanently remove a security freeze.

To place a security freeze on your credit report, you must send a written request to **each** of the three major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com) by regular, certified or overnight mail at the addresses below:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013

Trans Union Security Freeze
Fraud Victim Assistance Department
P.O. Box 6790
Fullerton, CA 92834

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived in that time;
5. Proof of current address such as a current utility bill or telephone bill;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft;
8. If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and social security number) **and** the PIN number or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) **and** the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.