

19840

LETTER 1 – CURRENT PARTICIPANT OF CURRENT PEAK TPA CLIENT

Notice of Data Breach

Dear PARTICIPANT NAME:

Your privacy is important to CLIENT NAME. We work very hard to protect your data. More than that, we partner with vendors who share this standard.

On February 5, 2021, we were contacted by a vendor of ours, PEAK TPA. (PEAK TPA conducts administrative services for claims payment for us.) PEAK informed us that our participant data was breached by a ransomware attack. The attack took place on two of PEAK's cloud servers. I regret to share that they informed us that your data was included in the breach. The affected information may include full name, home address, date of birth, social security number and diagnosis and treatment information.

What are we doing?

We are notifying you as quickly as possible so that you may best protect yourself.

We want you to feel confident that your data is secure. PEAK has retained a company named Kroll to provide identity monitoring at no cost to you for 3 years. These services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration. Kroll's team has a track record of helping people who have faced such an event.

You can sign up for your identity monitoring services by visiting URL before FINAL DATE. When signing up for services, please use this Membership Number: MEMBER ID.

(If you choose not to use these credit monitoring services, we urge you to check your account statements for improper activity. This includes credit card statements and explanations of benefits.)

In addition, PEAK TPA has set up a toll-free number to answer your questions. Contact them at INSERT NUMBER between the hours of 8 a.m. and 5:30 p.m. Central Time. Please have your Membership Number ready.

On January 27, 2021, the criminal group behind the attack, Netwalker, was broken up by the FBI. Its leader was arrested, and its assets were seized. Still, PEAK TPA has assured us it has instituted additional protections to prevent such a breach from taking place again.

We care for your privacy, and we are deeply sorry for the inconvenience this may cause. We thank you for your understanding and your trust in CLIENT NAME.

CLIENT SIGN OFF