



Secure Processing Center  
P.O. Box 3826  
Suwanee, GA 30024

<<Mailing ID>>  
<<Name 1>>  
<<Address 1>>  
<<Address 2>>  
<<City>>, <<State>> <<Zip>>

<<Date>>

Re: Notice of Data Breach

Dear <<Name 1>>:

Health Plan Intermediaries Holdings (“Benefytt”) writes to inform you of a security incident that impacted your personal information. Benefytt received notice from one of its vendors, Multiplan, Inc. (“MultiPlan”), that its legal counsel, Orrick, Herrington & Sutcliffe, LLP (“Orrick”) experienced a security incident that involved your personal information. In connection with Orrick’s representation of MultiPlan, Orrick stored files that included plan participant information related to a prior security incident for which notification was previously made. Those files were impacted in a security incident on Orrick’s systems. This incident did not impact MultiPlan’s or Benefytt’s systems. Please read this notice carefully, as it provides up-to-date information on what happened and what Orrick is doing in response.

**What Happened?** On March 13, 2023, Orrick detected that an unauthorized third party gained remote access to a portion of Orrick’s network, including a file share that Orrick used to store certain client files. Upon detection, Orrick took immediate steps to block the unauthorized access and an investigation of the incident was launched with the support of leading outside cybersecurity experts. Orrick also notified law enforcement. Through its investigation, Orrick determined that on March 10, 2023, the unauthorized third party obtained files containing personal information. MultiPlan and Orrick were unable to determine which health insurance plans in which you are or were enrolled were impacted, but we had been working with MultiPlan and Orrick to obtain the information necessary to notify the appropriate health insurance plans of this incident, and to confirm that all affected individuals would be notified. Benefytt has decided to provide you notice and credit monitoring services to help you take steps to protect your information.

**What Information Was Involved?** Your impacted information included your << Breached Elements>>.

**What Are We Doing?** Benefytt is offering identity monitoring services through Equifax for <<12/24>> months. To take advantage of these free identity monitoring services, please follow the instructions below. You must activate by <<Enrollment Deadline>> to receive these services.

In addition to these actions, Orrick deployed additional security measures and tools with the guidance of third-party experts to strengthen the ongoing security of its network.

**What Can You Do?** Benefytt is not aware of any misuse of your information. Your financial information, such as financial account information or credit card numbers, was not involved in this incident. It is always advisable to remain vigilant against attempts at identity theft or fraud, which includes carefully reviewing online and financial accounts, credit reports, and Explanations of Benefits (“EOBs”) from your health insurers for suspicious activity. This is a best practice for all individuals. If you identify suspicious activity, you should contact the company that maintains the account on your behalf.

Additional information about how to help protect your information is contained below.

**For More Information.** Benefytt has established a dedicated call center to answer questions. If you have any questions regarding this incident or the services available to you, please call 1-844-670-5405, Monday through Friday, from 9:00 a.m. to 9:00 p.m. Eastern Time, excluding major U.S. holidays.

We sincerely apologize for any inconvenience or concern this situation may cause. Again, we want to reassure you that we have taken steps to improve the security of personal information entrusted to us.

Sincerely,

A handwritten signature in black ink, appearing to be the initials "AR" or similar, written in a cursive style.



Enter your Activation Code: <<Activation Code>>  
Enrollment Deadline: <<Enrollment Deadline>>

## Equifax Credit Watch™ Gold

\*Note: You must be over age 18 with a credit file to take advantage of the product

### Key Features

- Credit monitoring with email notifications of key changes to your Equifax credit report
- Daily access to your Equifax credit report
- WebScan notifications<sup>1</sup> when your personal information, such as Social Security Number, credit/debit card or bank account numbers are found on fraudulent Internet trading sites
- Automatic fraud alerts<sup>2</sup>, which encourages potential lenders to take extra steps to verify your identity before extending credit, plus blocked inquiry alerts and Equifax credit report lock<sup>3</sup>
- Identity Restoration to help restore your identity should you become a victim of identity theft, and a dedicated Identity Restoration Specialist to work on your behalf
- Up to \$1,000,000 of identity theft insurance coverage for certain out of pocket expenses resulting from identity theft<sup>4</sup>

### Enrollment Instructions

Go to [www.equifax.com/activate](http://www.equifax.com/activate)

Enter your unique Activation Code of <<Activation Code>> then click “Submit” and follow these 4 steps:

1. **Register:**

Complete the form with your contact information and click “Continue”.

*If you already have a myEquifax account, click the ‘Sign in here’ link under the “Let’s get started” header.*

*Once you have successfully signed in, you will skip to the Checkout Page in Step 4*

2. **Create Account:**

Enter your email address, create a password, and accept the terms of use.

3. **Verify Identity:**

To enroll in your product, we will ask you to complete our identity verification process.

4. **Checkout:**

Upon successful verification of your identity, you will see the Checkout Page.

Click ‘Sign Me Up’ to finish enrolling.

**You’re done!**

The confirmation page shows your completed enrollment.

Click “View My Product” to access the product features.

<sup>1</sup>WebScan searches for your Social Security Number, up to 5 passport numbers, up to 6 bank account numbers, up to 6 credit/debit card numbers, up to 6 email addresses, and up to 10 medical ID numbers. WebScan searches thousands of Internet sites where consumers' personal information is suspected of being bought and sold, and regularly adds new sites to the list of those it searches. However, the Internet addresses of these suspected Internet trading sites are not published and frequently change, so there is no guarantee that we are able to locate and search every possible Internet site where consumers' personal information is at risk of being traded. <sup>2</sup>The Automatic Fraud Alert feature is made available to consumers by Equifax Information Services LLC and fulfilled on its behalf by Equifax Consumer Services LLC. <sup>3</sup>Locking your Equifax credit report will prevent access to it by certain third parties. Locking your Equifax credit report will not prevent access to your credit report at any other credit reporting agency. Entities that may still have access to your Equifax credit report include: companies like Equifax Global Consumer Solutions, which provide you with access to your credit report or credit score, or monitor your credit report as part of a subscription or similar service; companies that provide you with a copy of your credit report or credit score, upon your request; federal, state and local government agencies and courts in certain circumstances; companies using the information in connection with the underwriting of insurance, or for employment, tenant or background screening purposes; companies that have a current account or relationship with you, and collection agencies acting on behalf of those whom you owe; companies that authenticate a consumer's identity for purposes other than granting credit, or for investigating or preventing actual or potential fraud; and companies that wish to make pre-approved offers of credit or insurance to you. To opt out of such pre-approved offers, visit [www.optoutprescreen.com](http://www.optoutprescreen.com) <sup>4</sup>The Identity Theft Insurance benefit is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company, under group or blanket policies issued to Equifax, Inc., or its respective affiliates for the benefit of its Members. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

**There are a number of steps you should consider to guard against identity theft.**

**Review Your Account Statements and Credit Report:** It is recommended that you remain vigilant for incidents of fraud and identity theft by regularly reviewing your account statements and monitoring your credit reports. Report any fraudulent transactions to the creditor or credit reporting agency from whom you received the statement or report. You may obtain a free copy of your credit report from each credit reporting agency once every 12 months, whether or not you suspect any unauthorized activity on your account, by visiting <https://www.annualcreditreport.com>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form available at that website and mailing it to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. You may also purchase a copy of your credit report at any time by contacting any one or more of the national credit reporting agencies listed below.

**Equifax**  
P.O. Box 740241  
Atlanta, Georgia 30374  
[www.equifax.com](http://www.equifax.com)  
1-800-685-1111 Credit Reports  
1-888-766-0008 Fraud Alert  
1-800-685-1111 Security Freeze

**Experian**  
P.O. Box 2002  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)  
1-888-397-3742 Credit Reports  
1-888-397-3742 Fraud Alert  
1-888-397-3742 Security Freeze

**TransUnion (FVAD)**  
P.O. Box 105281  
Atlanta, GA 30348-5281  
[www.transunion.com](http://www.transunion.com)  
1-800-888-4213 Credit Reports  
1-800-680-7289 Fraud Alert  
1-800-680-7289 Security Freeze

**Federal Trade Commission (FTC) and State Resources:** General guidance on protecting yourself from identify theft is available from the Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Ave. NW, Washington D.C. 20580, by phone at 877-ID-THEFT (438-4338), and/or from the FTC website at <http://www.ftc.gov/bcp/edu/microsites/idtheft>. In many states, additional information is also available from your state's Attorney General's Office. Consumers have the right to file a police report if they ever experience identity theft or fraud and obtain a copy of it. Please note that in order to file a report with law enforcement for identity theft, consumers will likely need to provide some proof that they have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and the relevant state Attorney General.

**Fraud Alerts and Security Freezes:** You may obtain information about fraud alerts and security freezes (also referred to as credit freezes), including how to place a fraud alert or security freeze, from the Federal Trade Commission or credit reporting agencies at the contact information provided above. However, be aware that a fraud alert or security freeze may interfere with or delay legitimate requests for credit approval. There is no charge to place or lift a security freeze. You'll need to supply your name, address, date of birth, Social Security number and other personal information in order to place a security freeze on your credit.

For residents of Massachusetts:

State law advises you that you have the right to obtain a police report. The consumer reporting agencies may require that you provide certain personal information (such as your name, Social Security number, date of birth, and address) and proper identification (such as a copy of a government-issued ID card and a bill or statement) prior to honoring your request to place a security freeze on your account, as described above.

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For residents of New Mexico:

You have rights under the federal Fair Credit Reporting Act ("FCRA"). These include, among others, the right to know what is in your file; to dispute incomplete or inaccurate information; and to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, please visit [https://files.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](https://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf) or [www.ftc.gov](http://www.ftc.gov).

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For residents of New York:

To contact the New York Attorney General; (800) 771-7755 or <https://ag.ny.gov/>; To contact the Bureau of Internet and Technology (BIT); (212) 416-8433 or <https://ag.ny.gov/about/about-office/economic-justice-division#internet-technology>

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For residents of Rhode Island:

To contact the Rhode Island Attorney General; (401) 274-4400 or check <http://www.riag.ri.gov/home/ContactUs.php>

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For residents of Iowa:

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

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For residents of Oregon:

State law advises you to report any suspected identity theft to law enforcement, as well as the FTC and the Attorney General

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For residents of Maryland, North Carolina and the District of Columbia:

You can obtain information from the Maryland, North Carolina, and District of Columbia Offices of the Attorney General about steps you can take to avoid identity theft.

**Maryland Office of the Attorney General**

Consumer Protection Division

200 St. Paul Place

Baltimore, MD 21202

1-888-743-0023

[www.oag.state.md.us](http://www.oag.state.md.us)

**North Carolina Office of the Attorney General**

Consumer Protection Division

9001 Mail Service Center

Raleigh, NC 27699-9001

1-877-566-7226

[www.ncdoj.co](http://www.ncdoj.co)

**Office of the Attorney General for the District of Columbia**

400 6th Street NW

Washington, D.C. 20001

(202)727-3400

[www.oag.dc.gov](http://www.oag.dc.gov)