



Harvard Pilgrim
Health Care

29213

<name>

<address>

THIS PAGE IS INTENTIONALLY BLANK TO HELP PRESERVE PRIVACY.

March 13, 2023

<name>
<address>

Dear <name>:

Harvard Pilgrim Health Care (“Harvard Pilgrim”) is committed to protecting the security and confidentiality of health information we gather in providing services to you. We are writing in response to notification we received from your employer on February 13, 2023, that your Social Security number was included on 1095 and 1099 tax forms received by another employee. Please read this letter carefully.

Harvard Pilgrim determined that the incident resulted in the unauthorized disclosure of your personal information. Upon being notified by your employer, Harvard Pilgrim immediately corrected your information in our systems. Additionally, Harvard Pilgrim has received written attestation that the employee who received the 1095 and 1099 tax forms with your Social Security number has destroyed the forms. Corrected tax forms have been issued.

Harvard Pilgrim obtained a written attestation from the recipient confirming that your information was destroyed.

In response to this incident, Harvard Pilgrim will provide you with access to free credit monitoring through Kroll, as more fully described below and attached at the end of this notification letter:

Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you’ll have the option to call a Kroll fraud specialist, who can help you determine if it’s an indicator of identity theft.

Web Watcher

Web Watcher monitors internet sites where criminals may buy, sell, and trade personal identity information. An alert will be generated if evidence of your personal identity information is found.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on

your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator can dig deep to uncover the scope of the identity theft, and then work to resolve it.

We believe these steps will be effective in mitigating any potential harm to you. As always, we encourage you to review your explanation of benefits carefully and report any questionable activity to us immediately.

Massachusetts state law advises you that you have the right to obtain a police report. Further, you have the right to obtain a security freeze on your credit report free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. To request a security freeze be placed on your credit report, please be prepared to provide any or all of the following: your full name, social security number, address(es), date of birth, a copy of a government issued identification card, a copy of a utility bill, bank or insurance information, or anything else the credit reporting agency needs to place the security freeze.

Security Freeze (also known as a Credit Freeze). Following is general information about how to request a security freeze from the three credit reporting agencies. While we believe this information is accurate, you should contact each agency for the most accurate and up-to-date information. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware 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. In addition, in some states, the agency cannot charge you to place, lift or remove a security freeze. There might be additional information required, and as such, to find out more information, please contact the three nationwide credit reporting agencies (contact information provided below).

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348
[https://www.equifax.com/personal/
credit-report-services/credit-freeze/](https://www.equifax.com/personal/credit-report-services/credit-freeze/)

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013
www.experian.com/freeze

**TransUnion Security Freeze &
Fraud Victim Assistance Dept.**

P.O. Box 1000
Chester, PA 19016
[https://www.transunion.com/
credit-freeze](https://www.transunion.com/credit-freeze)

Harvard Pilgrim Health Care
1 Wellness Way
Canton, MA 02021
harvardpilgrim.org



We sincerely apologize that this incident occurred and remain committed to safeguarding the privacy and security of information in our possession. If you have any questions regarding this incident that are not addressed in this letter, please contact me at the phone number or email address listed below.

Sincerely,



Christopher J. Walsh
VP, Privacy & Fraud Prevention and Recovery
781-612-2508 | Christopher.Walsh@point32health.org

KROLL

We have secured the services of Kroll to provide identity monitoring at no cost to you for **eighteen months**. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services¹ include Credit Monitoring, Web Watcher, Fraud Consultation, and Identity Theft Restoration.

How to Activate Your Identity Monitoring Services

1. You must activate your identity monitoring services by **June 8, 2023**. Your Activation Code will not work after this date.
2. Visit [Enroll.krollmonitoring.com/redeem](https://enroll.krollmonitoring.com/redeem) to activate your identity monitoring services.
3. Provide Your Activation Code: _____ and Your Verification ID: _____

Take Advantage of Your Identity Monitoring Services

You've been provided with access to the following services¹ from Kroll:

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a **Point32Health** company

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¹ Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge. To receive credit services, you must be over the age of 18 and 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.