

Re: Castlight's Notice of a Privacy Incident

Dear [REDACTED]

Castlight Health, Inc. ("Castlight") is writing to inform you of a recent privacy incident that may potentially impact you.

On October 25, 2022, Castlight became aware of a potential privacy and security incident involving the fraudulent gift card redemptions of a limited number of Castlight user accounts. We are writing because we believe a former employee claimed and accessed your unregistered Castlight user account for the purpose of claiming rewards in the form of gift cards.

What Happened?

We believe a former Westrock employee fraudulently created a Castlight user account using some of your personal identifiers, which are required to register a Castlight user account.

What Personal Information Was Involved?

The information accessed which is required to register a Castlight user account includes:

- First and Last Name
- Date of Birth
- Last 6 of SSN
- Zip Code

In addition to the personal information needed to register an account, the former employee may have accessed certain pieces of your protected health information ("PHI") via Castlight once your account was fraudulently created. Castlight's Care Guidance Service ingests medical claims history data (e.g., doctor visits, procedures, etc.) directly from providers to the user's Castlight account once a user registers. Therefore, it is possible that certain medical claims data could have been viewable by the former employee between 10/13/21 and 10/25/22.

What Are We Doing?

Castlight took immediate action to resolve this incident including, but not limited to (i) locking the former employee out of the account; (ii) removing any records created by the former employee; and (iii) refunding any points toward gift cards that you could have potentially earned yourself. Castlight is also in the process of notifying authorities of these fraudulent actions and will continue to partner closely with WestRock to identify any additional remediation efforts.

Re: Castlight's Notice of a Privacy Incident

To help address the recent potential privacy and security incident Castlight Health, Inc. ("Castlight") is writing to offer you an 18-month membership to IdentityForce credit monitoring services free of charge.

IdentityForce is a leading provider of proactive identity, privacy and credit protection for individuals, businesses, and government agencies.

To get started, please contact us at privacy@castlighthealth.com with the email address you would like linked to your Identity Force account. We'll set up the account, and pay for the first eighteen months in advance. You should receive an email message acknowledging your account has been created.

Sincerely,

Castlight Privacy Office
50 California Street, 18th Floor
San Francisco, CA 94111

What Can You Do?

While we believe any new or continued risk of harm to you is low, we would encourage you to:

1. Remain vigilant against threats of identity theft or fraud, and regularly review and monitor your account statements and credit history for any signs of unauthorized transactions or activity. **(See Attachment 1)**
2. Be alert against “phishing” phone calls, SMS/texts or emails by anyone, including a business that provides services to you, who requests sensitive information, such as passwords, Social Security numbers, or bank account information over the phone, SMS/texts, or email. Many businesses, such as Castlight, do not ask for this type of sensitive information through unsecured channels such as this.

Do not share your personal information with others, even people you trust. When in doubt, contact Castlight or a WestRock Human Resources professional. The privacy and security of your personal information is Castlight’s priority. We apologize for any inconvenience this may have caused. We take this incident very seriously and are taking steps to prevent a similar occurrence in the future.

If you have further questions or concerns about this incident, you may contact the Castlight Privacy Office at privacy@castlighthealth.com.

Sincerely,
Castlight Privacy Office
50 California Street, 18th Floor
San Francisco, CA 94111

Attachment 1: Information about Identity Theft Protection

We recommend that you regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below.

Equifax: P.O. Box 740241, Atlanta, Georgia 30374-0241, 1-800-685-1111, www.equifax.com

Experian: P.O. Box 9532, Allen, TX 75013, 1-888-397-3742, www.experian.com

TransUnion: P.O. Box 1000, Chester, PA 19022, 1-800-888-4213, www.transunion.com

When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you did not initiate or do not recognize. Look for information, such as home address and Social Security number, that is not accurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

We recommend you remain vigilant with respect to reviewing your account statements and credit reports, and promptly report any suspicious activity or suspected identity theft to us and to the proper law enforcement authorities, including local law enforcement, your state's attorney general and/or the Federal Trade Commission ("FTC"). You may contact the FTC or your state's regulatory authority to obtain additional information about avoiding identity theft.

Federal Trade Commission, Consumer Response Center

600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft

Fraud Alerts: There are also two types of fraud alerts that you can place on your credit report to put your creditors on notice that you may be a victim of fraud: an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least 90 days. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by calling the toll-free fraud number of any of the three national credit reporting agencies listed below.

Equifax: 1-888-766-0008, www.equifax.com

Experian: 1-888-397-3742, www.experian.com

TransUnion: 1-800-680-7289, fraud.transunion.com

Credit Freezes (for Non-Massachusetts Residents): You may have the right to put a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. In addition, you may incur fees to place, lift and/or remove a credit freeze. Credit freeze laws vary from state to state. The cost of placing, temporarily lifting, and removing a credit freeze also varies by state, generally \$5 to \$20 per action at each credit reporting company. *Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company.* Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies as specified below to find out more information:

Equifax: P.O. Box 105788, Atlanta, GA 30348, www.equifax.com
Experian: P.O. Box 9554, Allen, TX 75013, www.experian.com
TransUnion LLC: P.O. Box 2000, Chester, PA, 19022-2000, freeze.transunion.com

You can obtain more information about fraud alerts and credit freezes by contacting the FTC or one of the national credit reporting agencies listed above.