

[Date]

[Name]

[Street Address]

[City, State, ZIP]

NOTICE OF DATA BREACH

Dear [Member/Patient Full Name]:

We are writing to inform you that your Healthy Benefits web account was accessed by an unknown third party. Unfortunately, it appears that personal information identifying you may have been exposed.

What Happened

On February 15, 2023, Solutran, part of Optum Financial Services (OFS), became aware of unauthorized access to some of its member web portals and immediately launched an investigation. On February 19, 2023, Solutran confirmed that your Healthy Benefits account had been accessed by this unauthorized third party using your login credentials. Our investigation revealed that the suspicious activity began on or around January 13, 2023, and has now been effectively remediated and contained.

What Information Was Involved

- Member's first and last name
- Client's name
- Date of Birth
- Mailing Address
- Phone number
- Transaction activity
- Prepaid card number and security code.

No Social Security number, driver's license number, medical diagnosis or treatment information was involved. In addition, there is no evidence that your login credentials were accessed or obtained from any Solutran systems.

Although your information may have been accessed, we believe the intent was to use the monetary benefits available on the account, which would have been limited to only the dollars on the prepaid card. If any fraudulent activity is identified on a member account, Solutran will make impacted members financially whole.

We deeply regret this incident and any inconvenience or concern that it may cause.

What We Are Doing

Appropriate corrective action has been taken in response to the incident, including but not limited to forced password reset and enhanced security controls. Security control enhancements stopped the suspicious activity on March 9, 2023. Additional logging and monitoring is under

development and further security control enhancements are planned, including a new user identity management system.

You should have received an email with a password reset link and instructions. Additionally, we will cancel your current prepaid member card and a new card will be mailed to you. If you have not received an email with a password reset link or a new card, please contact us at 833-818-8149.

What You Can Do

We recommend that if you use the same username and password combination on Healthy Benefits as well as any external site(s), you change your password on those external sites to a password you have not previously used.

We do not think that the information disclosed was sufficient to steal your identity or impact your credit. However, as a precaution to protect against misuse of your personal information, you may want to order copies of your credit reports from each of the three national credit reporting agencies to check for any inaccurate information, particularly medical services or medical bills that you do not recognize. If you notice any suspicious activity, contact the credit reporting agencies using the contact information provided on the report or as listed below:

Equifax Information Services LLC
P.O. Box 105069
Atlanta, GA 30348-5069
800-525-6285
www.equifax.com

Experian
P.O. Box 9554
Allen, TX 75013
888-397-3742
www.experian.com

TransUnion LLC
P.O. Box 2000
Chester, PA 19016
800-680-7289
www.transunion.com

For More Information

Solutran and OFS take this matter seriously and are committed to protecting the privacy and security of your personal information. If you have any questions regarding this notice or have any further concerns, please feel free to call 833-818-8149, Monday through Friday, 8:00 am – 8:00 pm CST.

Sincerely,

Signature

Name

Title

Company