



A nonprofit independent licensee of the Blue Cross Blue Shield Association



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\*\*\*\*\*AUTO\*\*5-DIGIT 14618

September 9, 2015



Dear [Redacted],

I am writing to inform you that Excellus BlueCross BlueShield ("Excellus BCBS") was the target of a sophisticated cyberattack, and that some of your personal information may have been accessed by the attackers. As part of our investigation, we notified the FBI and are fully cooperating with its investigation into this attack.

We at Excellus BCBS take this issue seriously and regret the concern it may cause. I'm writing to provide you information on the steps we are taking to protect you and your information moving forward.

**What happened?**

On August 5, 2015, we learned that cyber attackers had executed a sophisticated attack to gain unauthorized access to our Information Technology (IT) systems. Our investigation further revealed that the initial attack occurred on December 23, 2013. We worked closely with Mandiant, one of the world's leading cybersecurity firms, to conduct our investigation and to remediate the issues created by the attack on our IT systems.

Our investigation determined that the attackers may have gained unauthorized access to your information, which could include your name, address, telephone number, date of birth, Social Security number, member identification number, financial account information, and claims information. The investigation has not determined that any such data was removed from our systems. We also have no evidence to date that such data has been used inappropriately.

**What is Excellus BCBS doing to protect you?**

We recognize this issue can be frustrating and we are taking steps to protect you. We are providing protection and assistance to those affected by this cyberattack, including two years of free credit monitoring and identity theft protection services.

Specifically, we have secured the services of Kroll to provide identity theft protection at no cost to you for two years. 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 theft protection services include Credit Monitoring, Web Watcher, and Identity Theft Consultation and Restoration. **To enroll, visit [excellusfacts.com](http://excellusfacts.com)** and follow the online instructions to take advantage of your identity theft protection services.\* To receive credit services by mail instead of online, please call 877-589-3331. Additional information describing your services is included with this letter.

We also recommend that you regularly review the Explanation of Benefits (EOB) statements Excellus BCBS sends you. If you identify medical services listed on your EOB that you did not receive, please contact us immediately. We further recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your bank, credit card and other financial statements for any unauthorized activity. If you would like to place an alert on your bank account or change your bank account number, please contact your bank.

**What have we done to prevent this from happening in the future?**

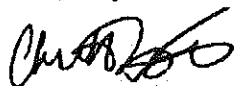
Along with steps we took to close the vulnerability in our IT system, Excellus BCBS is taking additional actions to strengthen and enhance the security of our IT systems moving forward.

**Where can you get more information on this issue?**

You have two options to obtain more information, online or via phone. **You can visit [excellusfacts.com](http://excellusfacts.com) for more information.** Or, call 877-589-3331, Monday through Friday, 8:00 a.m. to 8:00 p.m. Eastern Time (closed on U.S. observed holidays). TTY/TDD users should engage their relay service prior to calling the above referenced number.

I want you to know that protecting your information is incredibly important to us, as is helping you through this situation with the information and support you need.

Sincerely,



Christopher C. Booth  
President and Chief Executive Officer

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\* Kroll's activation website is only compatible with the current version or one version earlier of Internet Explorer, Chrome, Firefox, and Safari. 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.

