



BlueCross BlueShield of Vermont

An Independent Licensee of the Blue Cross and Blue Shield Association.

Kevin Goddard
Vice President External Affairs and Sales

February 24, 2015

Dear Customer,

I'm writing to inform you that Blue Cross and Blue Shield of Vermont has confirmed that information related to one or more of your covered members was within the Anthem, Inc. data base that was compromised recently in what has been described as a "very sophisticated criminal cyber attack." The member or members most likely received health care services in one of the 14 states in which Anthem operates, and whose coverage for those services was administered through reciprocal agreements Anthem has with other BCBS plans, including Blue Cross and Blue Shield of Vermont.

Anthem will soon contact all affected members, offering them the support of credit monitoring and personal identity protection services, free of charge, for two years. **It is important to note that while the data related to your covered members may have included personal information such as names, addresses and dates of birth, we have confirmed that it did not include social security numbers, financial or medical information.**

As we first informed you on February 6, Anthem reported that hackers gained unauthorized access to one of its Information Technology systems between December 10, 2014 and January 27, 2015. The data base included personal information involving millions of its members, dating back to 2004. Anthem secured its systems against further unauthorized access, and the cyber attack is under investigation, both by the company and by the U.S. FBI.

In the meantime, Anthem has established an internet website with updated information for concerned members, including those from BCBSVT or other BCBS plans who may have received care in the Anthem states. The information can be obtained at <http://www.anthemfacts.com>. It includes instructions on how to access free personal identity protection and credit monitoring services, for as long as two years. Those services are available immediately.

BCBSVT members with concerns can seek information from Anthem or call BCBSVT for assistance, at a special toll-free number we have established for concerned members: 855-422-2788. Also, if you have questions about this please don't hesitate to contact me directly or to speak with your account representative.

It is important to note once again that Blue Cross and Blue Shield of Vermont is a completely independent company, operated solely in Vermont. We place the highest priority on the protection of the personal and medical information of our members, and there has been no breach of our information systems here at BCBSVT.

Thank you for your attention to this. We are working closely with Anthem to assure support for our covered members who are affected. As always, we appreciate your support and are grateful that you have selected Blue Cross and Blue Shield of Vermont for your health care coverage.

Sincerely,



Kevin Goddard