

**Attachment A**

Date,

«Member\_First\_Name» «Member\_Last\_Name»  
«Member\_ID»

«Member\_Mailing\_Address\_1» «Member\_Mailing\_Address\_2»

«Member\_Mailing\_City», «Member\_Mailing\_State»  
«Member\_Mailing\_ZIP\_Code»

Re: **NOTICE OF DATA BREACH - PLEASE READ CAREFULLY**

Dear «Member\_First\_Name» «Member\_Last\_Name»:

Care N' Care, your health insurance plan, is mailing you about a recent unauthorized disclosure of your personal information, including protected health information (PHI), as required by the privacy provisions under the law.

**What occurred:**

On June 22, 2023, we were notified that one of our vendors, TMG Health, Inc., discovered an information security incident involving our members' personal information. Once the incident was discovered on June 21, 2023, TMG Health, Inc. immediately initiated an investigation that confirmed that multiple downloads of data belonging to our members had been made by an unauthorized party between May 30, 2023, and June 2, 2023.

**What data was involved:**

The personal information an unauthorized party downloaded may have included your «Breached\_Data».

**Steps we have taken:**

The safeguarding and security of your personal information is of the utmost importance to us. We are working closely with TMG Health, Inc. to ensure that their systems are updated to stop these breaches and prevent unauthorized disclosures from occurring in the future. TMG Health, Inc. has notified law enforcement to help mitigate this situation.

Enrollment Code: <<XXXXXXXX>>

To Enroll, Scan the QR Code Below:



Or Visit:

<https://response.idx.us/notice-info>

Additionally, to protect you from potential identity theft, we are offering you one year of complimentary Personal Identity and Privacy Protection through a national leader in data breach response services, IDX. We encourage you to contact IDX with any questions and to enroll in the free identity protection services by calling 1-888-727-2311, going to <https://response.idx.us/notice-info>, or scanning the QR image and using the enrollment code provided above. IDX representatives are available Monday through Friday from 9 a.m. - 9 p.m. ET. Please note the enrollment deadline is **[3 months from the date of this letter]**. Please review the enclosure to learn more about what is included with these services.

**Steps you can take:**

We recommend you monitor your accounts and watch for any suspicious activity. If you suspect your information has been misused, please notify your local law enforcement or consumer protection agency.

We regret that this incident occurred, as we take the confidentiality of our members' data very seriously. We have no reason to believe that anyone has misused this information. If you have any questions or want additional information, visit our website at <https://response.idx.us/notice-info> or call 1-888-727-2311. We have also prepared a list of frequently asked questions that you may find helpful and can be accessed online at <https://response.idx.us/notice-info>.

Sincerely,

*Elizabeth Scott*

Elizabeth A. Scott, MBA  
Chief Compliance Officer

## **ADDITIONAL INFORMATION**

You should always remain vigilant, including by regularly reviewing your account statements and monitoring free credit reports. If you discover any suspicious or unusual activity on your accounts or suspect identity theft or fraud, be sure to report it immediately to your financial institutions.

In addition, you may contact the Federal Trade Commission ("FTC") or law enforcement, including your Attorney General, to report incidents of identity theft or to learn about steps you can take to protect yourself from identity theft. To learn more, you can go to the FTC's website, at [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft), or call the FTC, at (877) IDTHEFT (438-4338) or write to Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

You may also periodically obtain credit reports from each nationwide credit reporting agency. If you discover information on your credit report arising from a fraudulent transaction, you should request that the credit reporting agency delete that information from your credit report file. In addition, under the federal Fair Credit Reporting Act ("FCRA"), you are entitled to one free copy of your credit report every 12 months from each of the three nationwide credit reporting agencies. You may obtain a free copy of your credit report by going to [www.AnnualCreditReport.com](http://www.AnnualCreditReport.com) or by calling (877) 322-8228. You may contact the nationwide credit reporting agencies at:

Equifax  
(800) 685-1111  
P.O. Box 740241  
Atlanta, GA 30374-0241  
[Equifax.com/personal/  
credit-report-services](http://Equifax.com/personal/credit-report-services)

Experian  
(888) 397-3742  
P.O. Box 9701  
Allen, TX 75013  
[Experian.com/help](http://Experian.com/help)

TransUnion  
(888) 909-8872  
Fraud Victim Assistance Division  
P.O. Box 2000  
Chester, PA 19022  
[TransUnion.com/credit-help](http://TransUnion.com/credit-help)

In addition, you may obtain additional information from the FTC and the credit reporting agencies about fraud alerts and security freezes. You can add a fraud alert to your credit report file to help protect your credit information. A fraud alert can make it more difficult for someone to get credit in your name because it tells creditors to follow certain procedures to protect you, but it also may delay your ability to obtain credit. You may place a fraud alert in your file by calling just one of the three nationwide credit reporting agencies listed above. As soon as that agency processes your fraud alert, it will notify the other two agencies, which then must also place fraud alerts in your file. In addition, you can contact the nationwide credit reporting agencies at the following numbers to place a security freeze to restrict access to your credit report:

- (1) Equifax – (800) 685-1111
- (2) Experian – (888) 397-3742
- (3) TransUnion – (888) 909-8872

You will need to supply your name, address, date of birth, Social Security number and other personal information. After receiving your request, each credit reporting agency will send you a confirmation letter containing a unique PIN or password that you will need in order to lift or remove the freeze. You should keep the PIN or password in a safe place.