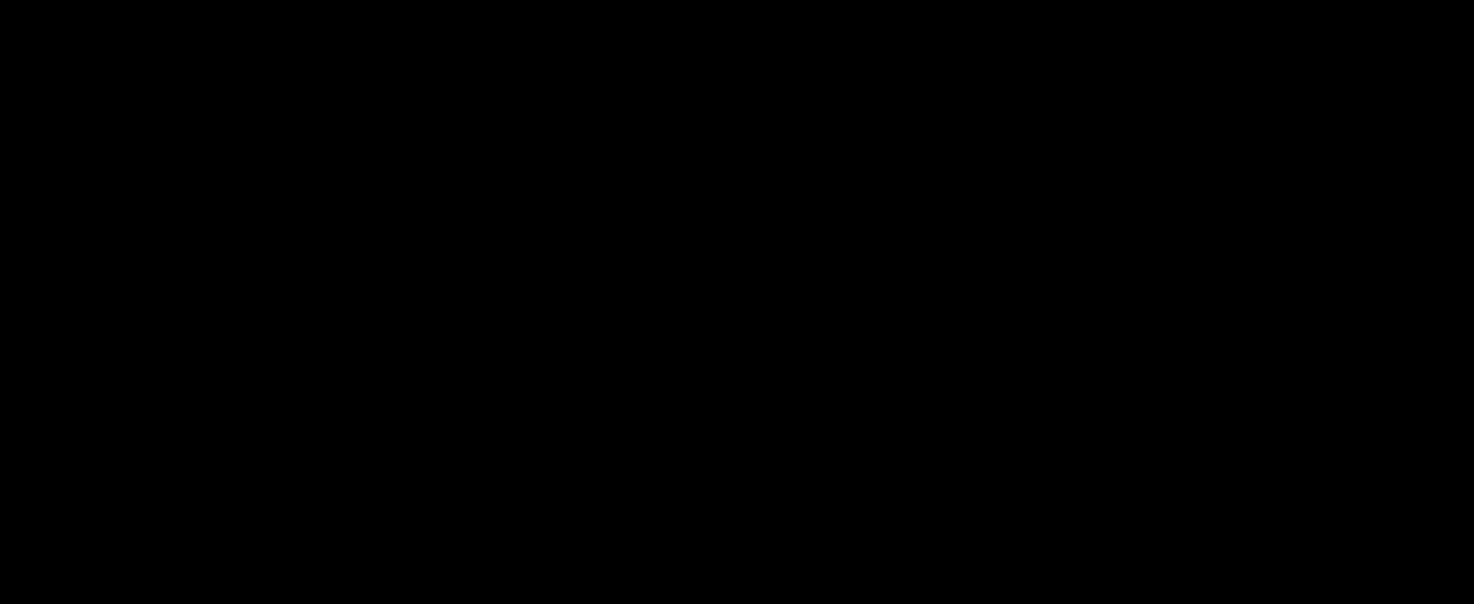




Hello,

This email serves as notification by Blue Shield of California (BSC) to the Maryland Office of the Attorney General of a privacy breach. Please see the following details:

Brief description of the nature of the security breach

The BSC Privacy Office learned that on October 30, 2022, an employee emailed a confidential spreadsheet containing insurance broker Personally Identifiable Information (PII) to his personal email address. After further analysis, it was identified that the employee additionally emailed the same spreadsheet to his personal email address on June 17, 2022.

BSC takes this situation seriously and is committed to protecting the privacy of our brokers. While BSC is not aware of any misuse of the information, out of an abundance of caution, BSC is sending notification letters to potentially impacted individuals and offering one free year of Experian credit monitoring and identity theft protection.

The number of Maryland residents being notified

Two (2) Maryland residents were affected and will be notified by mail on December 22, 2022. See attached sample copy of the notice being sent to consumers.

Information that may have been compromised

The personal information that may have been impacted includes the individual's name, address, social security number or taxpayer identification number, phone number, and email address.

Steps BSC is taking to restore the integrity of the system

BSC took immediate action and disabled the employee's access to the network. BSC also interviewed the employee and directed the employee to permanently delete the confidential information from his personal email account. Additionally, BSC is strengthening its system detection tools designed to prevent and identify the unauthorized disclosure of sensitive information.

Please let me know if you have any questions.

Regards,

Gina Dayao, CHPC
Consultant, Privacy Office
601 12th Street, Oakland, CA 94607

Privacy Office: 888-266-8080 | Work: 619-686-4257
Fax: 800-201-9020



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Return Mail Processing Center
P.O. Box 272540
Chico, CA 95927-2540

[DATE]

[Recipient's Name]
[Address]
[City, State, Zip]

Dear [First Name Last Name],

I am the Chief Privacy Official for Blue Shield of California (Blue Shield). It is my job to help protect the privacy and confidentiality of our providers' personal information and to investigate any incident where personal information may have been improperly accessed, used or disclosed in violation of applicable privacy laws. I am writing to notify you about a privacy incident that may have impacted your personal information. Please accept our sincere apologies for any concern this may cause you.

WHAT HAPPENED

The Blue Shield Privacy Office learned that on October 30, 2022, an employee emailed a confidential spreadsheet containing broker Personally Identifiable Information to a personal email address. After further analysis, it was identified that the employee additionally emailed the same spreadsheet to a personal email address on June 17, 2022.

Immediately upon discovering this incident, Blue Shield took action to disable the employee's access to the Blue Shield network. Blue Shield also interviewed the employee and directed the employee to permanently delete the confidential information from his personal email account. The Blue Shield Privacy Office determined the incident to be a privacy breach and, while Blue Shield is not aware of any misuse of your information, out of an abundance of caution, we are notifying you of this incident.

WHAT INFORMATION WAS INVOLVED

Your personal information that may have been accessed included your name, Social Security Number or Taxpayer Identification Number, address, phone number, and email address.

blueshieldca.com

601 12th Street | Oakland, CA 94607

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WHAT WE ARE DOING

Blue Shield is committed to safeguarding your personal information and takes this incident very seriously. Blue Shield is strengthening its system detection tools designed to prevent and identify the unauthorized disclosure of sensitive information.

To help protect your privacy, we have arranged to offer you complimentary access to credit monitoring and identity restoration services through Experian IdentityWorksSM for a period of one year.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with the agent, it is determined that identity restoration support is needed, an Experian Identity Restoration agent will be available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration is available to you for one year from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration.

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary one-year membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by [enrollment end date]** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll:
<https://www.experianidworks.com/RR1Bplus>
- Provide your **activation code: [activation code]**

If you have questions about this product, need assistance with Identity Restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877-890-9332 by **[enrollment end date]**. Be prepared to provide **[engagement number]** as proof of eligibility for the Identity Restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR ONE-YEAR EXPERIAN IDENTITYWORKS MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors your Experian file for indicators of fraud.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.
- **Lost Wallet:** Provides assistance with cancelling/replacing lost or stolen credit, debit, and medical cards.
- **Child Monitoring:** For 10 children up to 18 years old, Internet Surveillance and monitoring to determine whether enrolled minors in your household have an Experian credit report are available. Also includes are Identity Restoration and up to \$1M Identity Theft Insurance**.

WHAT YOU CAN DO

In addition to enrolling in your free Experian IdentityWorks membership, Blue Shield suggests that you closely monitor your bank and credit card accounts and routinely obtain your credit report from one or more of the national credit reporting companies. You may get a free copy of your credit report annually in these ways:

- Online at www.annualcreditreport.com
- Call toll-free 1-877-322-8228
- Mail an Annual Credit Report Request Form (forms are located at www.annualcreditreport.com) to Annual Credit Report Request Service, PO Box 105281, Atlanta, GA 30348-5281.

You may also obtain a copy of your credit report from one or more of these three national credit reporting companies:

Equifax PO Box 740241 Atlanta, GA 30374-0241 1-800-685-1111 equifax.com	Experian PO Box 2002 Allen, TX 75013 1-888-397-3742 experian.com	TransUnion PO Box 1000 Chester, PA 19016 800-916-8800 transunion.com
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To place a credit freeze with one or more of the three national credit reporting companies, please contact the company at their website listed below:

Equifax Security Freeze https://www.equifax.com/personal/credit-report-services	Experian Security Freeze https://www.experian.com/freeze/center.html	TransUnion Security Freeze https://freeze.transunion.com
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To learn more about how to take proactive steps to protect yourself against identity theft, you may contact the Federal Trade Commission (FTC) at the FTC website (www.ftc.gov), by dialing 1-877-ID-Theft (1-877-438-4338), or by writing to the FTC Consumer Response Center, 600 Pennsylvania Ave., NW, Washington, DC 20580. You may also contact the Maryland Attorney General's Office at its email address (oag@oag.state.md.us), by dialing the Consumer Hotline at 1-410-528-8662, or by writing to the Consumer Protection Division Office at 9200 Basil Court, Suite 301, Largo, MD 20774.

FOR MORE INFORMATION

Should you have questions regarding this matter and the protections available to you, please do not hesitate to call Blue Shield toll free at 833-475-1818 for assistance.

Sincerely,

David E. Keystone

David Keystone
Chief Privacy Official

* Offline members will be eligible to call for additional reports quarterly after enrolling

** Identity theft insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.