

To Whom it May Concern:

Pursuant to MD Code. Com. Law §§ 14-3504, I am writing to notify you of an incident that may have caused the personal information of one Maryland resident to be subject to unauthorized access.

The Lincoln National Life Insurance Company recently discovered that a group benefits member's disability claim file was inadvertently emailed to another Lincoln claimant. The file included documents with the MD resident's name, address, date of birth, Social Security number, and information associated with the claim, including the claim number, name of healthcare providers, dates of service, condition and diagnosis information, medical record numbers, and prescription information.

The resident will be notified via first-class mail on or around July 24, 2024, and provided with a complimentary one-year membership in a credit monitoring service. This incident was determined to be the result of a human processing error. Follow-up training with the individual responsible for the error on proper information handling practices will be completed, as determined to be appropriate.

Please let me know if you have any additional questions, or if I may be of further assistance.

Sincerely,



Jenna Moore
Corporate Privacy Office
Lincoln Financial Group
1301 S. Harrison Street
Fort Wayne, IN 46802

260-455-0817 Office
260-409-7384 Mobile
jenna.moore@lfg.com

[LincolnFinancial.com](https://www.lincolnfinancial.com)

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The Lincoln National Life Insurance Company
8801 Indian Hills Drive
Omaha, NE 68114-4066

LincolnFinancial.com

July 24, 2024

Name
Street Address
City, State & Zip Code

RE: Disclosure of Information

Dear Name:

Lincoln recently discovered that on June 27, 2024, your disability claim file was inadvertently sent via email to another claimant with whom you have no association. The claim file included documents with your name, address, date of birth, Social Security number, and information associated with your claim, including your claim number, names of your health care providers, dates of service, condition and diagnosis information, medical record numbers, and prescription information. We take our obligation to protect information seriously. Therefore, we have notified our Corporate Privacy Office and are taking steps to address this situation and prevent a similar occurrence in the future.

While we have absolutely no indication of any improper use your information, we will provide you with a complimentary one-year membership in Experian's® IdentityWorksSM credit monitoring service to help you detect any possible misuse of your data. Please see the attached information to assist you in enrolling in this service. Please note that your enrollment code will be valid for 60 days from the date of this letter. As always, we recommend that you remain vigilant and review your account statements and credit reports regularly.

We apologize for any inconvenience or concern that this matter may cause you. If you have any questions, please contact me at 1-980-270-3410 from 8:00 a.m. to 4:00 p.m. Eastern Time.

Sincerely,

Michael Roszelle
Adminr II, Operations & Project Support

Enclosure

Additional Resources

Free Credit Report. It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring your credit report for unauthorized activity. You may obtain one free copy of your credit report annually from each of the three nationwide credit reporting agencies. To order your free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. You can also order your free credit report by mailing a completed Annual Credit Report Request Form (available from the US Federal Trade Commission's website at www.consumer.ftc.gov) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

Equifax

P.O. Box 740241
Atlanta, GA 30374
1-800-685-1111
www.equifax.com

Experian

P.O. Box 2104
Allen, TX 75013
1-888-397-3742
www.experian.com

Transunion

P.O. Box 2000
Chester, PA 19016
1-888-909-8872
www.transunion.com

Fraud Alert. You may place a fraud alert in your file at no cost by calling one of the three nationwide credit reporting agencies above. A fraud alert tells creditors to follow certain procedures, including contacting you before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit.

Security Freeze. You have the right to place a security freeze on your credit report. A security freeze is intended to prevent credits, loans, and services from being approved in your name without your consent; however, using a security freeze may delay your ability to obtain credit. Pursuant to federal law, you cannot be charged to place or lift a security freeze on your credit report.

To place a security freeze on your credit report, you may use an online process, an automated telephone line, or submit a written request to the three credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided by him/her, as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. This request must also include a government issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. Please review your state's requirement(s) and/or credit bureau requirement(s) for the specific document(s) to be submitted.

Federal Trade Commission. You can obtain information from the Federal Trade Commission about steps you can take to avoid identity theft, including information about fraud alerts and security freezes. You can also report any suspected identity theft to the FTC at www.identitytheft.gov.

Federal Trade Commission

Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)
www.ftc.gov/bcp/edu/microsites/idtheft

Residents of Iowa. State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

Massachusetts residents. You have the right to obtain a police report if you are the victim of identity theft.

Residents of Oregon. State law advises you to report any suspected identity theft to law enforcement, the Federal Trade Commission and the Oregon Attorney General.

Residents of the District of Columbia, Maryland, North Carolina or Rhode Island. You can also obtain information from your state's Office of the Attorney General about steps you can take to avoid identity theft.

DC Office of the Attorney General

441 4th Street NW
Suite 1100 South
Washington, D.C. 20001
202-727-3400
<http://www.oag.dc.gov>

MD Office of the Attorney General

Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
1-888-743-0023
www.oag.state.md.us

NC Office of the Attorney General

Consumer Protection Division
9001 Mail Service Center
Raleigh, NC 27699-9001
1-919-716-6400
www.ncdoj.com

RI Office of the Attorney General

150 South Main Street
Providence, RI 02903
1-401-274-4400
www.riag.ri.gov