

Return Mail Processing Center
PO Box 6336
Portland, OR 97228-6336

[REDACTED]

Parent or Guardian of [REDACTED] THRESHER
250 4TH LN NE
FAIRFIELD, MT 59436-9216

[REDACTED]

March 17, 2015

Dear Parent or Guardian of [REDACTED] Thresher:

I am writing to inform you that Premera Blue Cross (“Premera”) was the target of a sophisticated cyberattack, and that some of your child’s personal information may have been accessed by the attackers. As part of our investigation, we notified the FBI and are coordinating with their own investigation into this attack.

We at Premera 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 child’s information moving forward.

What happened?

On January 29, 2015, we discovered that cyberattackers 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 May 5, 2014. We worked closely with Mandiant, one of the world’s leading cybersecurity firms, to conduct our investigation and to remove the infection created by the attack on our IT systems.

Our investigation determined that the attackers may have gained unauthorized access to your child’s information, which could include your child’s name, address, telephone number, date of birth, Social Security number, member identification number, email address if provided to us, and claims information, including clinical 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 Premera doing to protect you?

We recognize this issue can be frustrating and we are taking steps to protect you and your child. 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 are offering you a **free two-year membership in Family Secure® from Experian®**. Family Secure monitors your Experian credit report to notify you of key changes. In addition, Family Secure will tell you if your minor has a credit report, a potential sign that his or her identity has been stolen. Family Secure is completely free and will not hurt your credit score. **For more information about Family Secure and instructions on how to activate the complimentary two-year membership, please see the additional information provided in this letter.**

We also recommend that you regularly review the Explanation of Benefits (EOB) statements Premera sends your child. If you identify medical services listed on your child’s EOB that your child did not receive, please contact us immediately.

[REDACTED]

[REDACTED]

What has Premera done to prevent this from happening in the future?


Along with steps we took to cleanse our IT system of issues raised by this cyberattack, Premera 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 <http://www.premeraupdate.com> for more information. Or, call 1-800-768-5817, Monday through Friday, 5:00 a.m. to 8:00 p.m. Pacific Time (closed on U.S. observed holidays). TTY/TDD users should call 1-877-283-6562.

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

Sincerely,



Jeffrey Roe
President & CEO

