

## **Notice of Data Security Event**

On April 28, 2022, OneTouchPoint, inc. ("OTP"), a vendor who provides printing and mailing services to various health insurance providers, including Highmark, identified a security incident involving their computer systems which contained certain customer data. OTP has provided notice of the event to affected individuals outlining the details of the incident, their response, and steps individuals may take to better protect their personal information, should they feel it appropriate to so do.

**What Happened?** OTP discovered that files had been encrypted on some of their computer systems. They immediately launched an investigation, with the assistance of third-party forensic specialists, to determine the nature and scope of the problem. The investigation determined that there was unauthorized access to certain OTP servers beginning on April 27, 2022. A summary of the investigation was provided by OTP to its customers beginning on June 3, 2022. OTP later determined that the impacted systems contained certain information related to individuals provided by their customers. OTP was unable to say definitively what personal information was accessed by the unauthorized actor; however, OTP worked with their customers to determine what personal information related to individuals was stored on the OTP network, to whom that information related and offered to mail letters to potentially impacted individuals on behalf of these customers. Letters are to be mailed the weeks of July 24<sup>th</sup> and July 31<sup>st</sup> to all impacted parties. OTP has seen no evidence of misuse of any information related to this incident.

**What Information Was Involved?** While the specific data elements vary for each potentially affected individual, the scope of information potentially involved includes an individual's name, member ID, and information that may have provided during a health assessment.

**What OTP is doing.** OTP takes the confidentiality, privacy, and security of information in its care seriously. Upon discovery, OTP immediately commenced an investigation to confirm the nature and scope of the incident. OTP reported this incident to law enforcement and appropriate regulatory authorities, and OTP is taking steps to implement additional safeguards and review policies and procedures relating to data privacy and security.

OTP encourages individuals to remain vigilant against incidents of identity theft and fraud, to review account statements and explanation of benefits forms, and monitor free credit reports for suspicious activity, and detect errors.

**What individuals can do.** Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers have the right to place an initial or extended "fraud alert" on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to

verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a "credit freeze" on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer's express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a security freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a credit freeze, please contact the three major credit reporting bureaus listed below:

<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
<a href="https://www.equifax.com/pers on...">https://www.equifax.com/pers on...</a>	<a href="https://www.experian.com/h elp/">https://www.experian.com/h elp/</a>	<a href="https://www.transunion.com/c re...">https://www.transunion.com/c re...</a>
1-888-298-0045	1-888-397-3742	1-833-395-6938
Equifax Fraud Alert	Experian Fraud Alert	TransUnion Fraud Alert
P.O. Box 105069	P.O. Box 9554	P.O. Box 2000
Atlanta, GA 30348-5069	Allen, TX 75013	Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC

20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

**Whom Should Individuals Contact for More Information?** If individuals have questions or would like additional information, they can call the OTP dedicated assistance line at 877-237-3894, Monday through Friday, from 8:00 a.m. to 8:00 p.m. Central Time or write to OneTouchPoint, Inc., Attention: Incident Response, 1225 Walnut Ridge Drive, Hartland, Wisconsin 53029.