

[Date]

[Recipient's Name]

[Address]

[City, State, Zip (shows thru outer)]

Important Security and Protection Notification.
Please read this entire letter.

Dear [Insert customer name]:

This letter is to inform you about a possible security breach. Computer hackers accessed personal information on a State of Utah, Department of Technology Services (DTS) server that houses Medicaid and CHIP (Children's Health Insurance Program) information. The initial breach looks to have taken place on Friday, March 30, 2012 and DTS discovered the breach on Monday, April 2, 2012.

Information that may be potentially exposed due to the breach incident includes name, address, date of birth, social security number, physician's name and medical procedure codes. As a result of this unfortunate incident, your personal information may have been potentially exposed to others. We deeply regret this incident.

We do not have any evidence that your information has been misused. However, out of an abundance of caution, we are informing you about this incident so that you may properly evaluate what actions you wish to take in this matter.

To help you detect the possible misuse of your information, we are providing you with a complimentary one year membership of Experian's ProtectMyID™ Alert. This product helps detect possible misuse of your personal information and provides you with superior identity protection services focused on immediate identification and resolution of identity theft.

Activate ProtectMyID Now in Three Easy Steps

- 1. ENSURE That You Enroll By: July 31, 2012**
- 2. VISIT the ProtectMyID Web Site: www.protectmyid.com/redeem or call 877-371-7902 to enroll**
- 3. PROVIDE Your Activation Code: [code]**

Once your ProtectMyID membership is activated, your credit report will be monitored daily for 50 leading indicators of identity theft. You'll receive timely Credit Alerts from ProtectMyID on any key changes in your credit report which could include new inquiries, new credit accounts, medical collections and changes to public records.

ProtectMyID provides you with powerful identity protection that will help detect, protect and resolve potential identity theft. In the case that identity theft is detected, ProtectMyID will assign a dedicated U.S.-based Identity Theft Resolution Agent who will walk you through the process of fraud resolution from start to finish for seamless service.

Your complimentary 12-month ProtectMyID membership includes:

- **Credit Report:** A free copy of your Experian credit report
- **Daily 3 Bureau Credit Monitoring:** Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian, Equifax and TransUnion credit reports.
- **Identity Theft Resolution:** If you have been a victim of identity theft, you will be assigned a dedicated, U.S.-based Experian Identity Theft Resolution Agent who will walk you through the fraud resolution process, from start to finish.
- **\$1 Million Identity Theft Insurance*:** As a ProtectMyID member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

**Activate your membership today at www.protectmyid.com/redeem
or call 877-371-7902 to register with the activation code above.**

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-371-7902.

Since this incident, DTS is taking steps to review every server in the state to ensure proper security measures are in place. The agency takes such attacks by thieves seriously and is cooperating with law enforcement in a criminal investigation.

We understand this is unsettling news. Protecting your personal information and using it in an appropriate manner is a core value for us. Please accept our sincerest apologies for the stress and worry this situation has caused you. We have put in place additional measures to protect client information to help prevent a similar occurrence.

Please go to our website at www.health.utah.gov for additional information on what to do if your personal information has been compromised. If you have additional questions or concerns, please call us during normal business hours, **toll-free 1-800-662-9651**.

Additionally, the Utah Attorney General's Office sponsors the Identity Theft Reporting Information System to assist victims of identity theft. For information visit: <http://idtheft.utah.gov>.

Sincerely,

Utah Department of Health
Division of Medicaid and Health Financing

* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of Chartis, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.