



Q: I heard that there has been a data breach involving EyeMed, which Combined has a program with. What happened?

A: Combined has a program for vision care insurance with EyeMed acting as the program administrator. EyeMed experienced a data incident in late June of 2020 whereby a hacker gained access to an enrollments mailbox. EyeMed learned of the unauthorized access and terminated it immediately upon learning of the incident.

Q: Were any Combined clients affected?

A: After a thorough investigation and the work of forensic experts, EyeMed determined that the personal data of a number of Combined customers may have been viewed by an unauthorized person. All of these customers have been notified through individual letters.

Q: Chubb has an employee vision care program with EyeMed. Were any Chubb employees affected?

A: Chubb does have a vision care program with EyeMed. A number of Chubb employees were affected, and each of them has been notified through an individual letter.

Q: How will I know if I was affected by this incident?

A: Individuals affected by this data incident were already notified through individual letters some months ago.

Q: What is Chubb doing about this?

A: Chubb has required that EyeMed offer identity theft protection and monitoring to affected individuals. Chubb has also made sure that affected individuals received notification and guidance. To help relieve concerns and restore confidence following this incident, EyeMed secured the services of Kroll to provide identity monitoring. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. The identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

Q: What can I do if I have additional questions?

A: EyeMed has set up a call center at 1-888-974-0076, Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time