



EyeMed Data Incident

EyeMed manages vision benefits on behalf of Combined.

Combined and EyeMed take the privacy and confidentiality of your information very seriously. We write to inform you of a data security incident that may have involved some of your personal information. This notice explains the incident, measures we have taken, and steps you can take in response.

What happened?

On July 1, 2020, EyeMed discovered that an unauthorized individual gained access to an EyeMed email mailbox and sent phishing emails to email addresses contained in the mailbox's address book. On the same day, EyeMed took immediate action to block the unauthorized individual's access to the mailbox and secured the mailbox. EyeMed immediately launched an investigation into the incident and engaged a cybersecurity firm to assist in its efforts. It was determined that the unauthorized individual first gained access to the mailbox on June 24, 2020, and that access terminated on July 1, 2020.

What information was involved?

The mailbox contained information about individuals who formerly or currently receive vision benefits through EyeMed. Although EyeMed could not fully determine whether, and to what extent, if any, the unauthorized individual viewed or copied personal information, it is possible that personal information was viewed or acquired by the unauthorized individual. Following a detailed analysis and review of all potentially compromised emails and files, EyeMed identified the names of all individuals who were impacted, as well as the type of information included in those files.

Personal information that may have been accessed could have included: full name, address, date of birth, phone number, email address, vision insurance account/identification number, health insurance account/identification number, Medicaid or Medicare number, medical record number or patient identification number, driver's license or other government identification number, passport number, tax identification number, full or partial social security number, birth or marriage certificate, medical diagnoses and conditions, treatment information, and financial information (e.g., bank accounts).

What is EyeMed doing:

Combined and EyeMed are committed to safeguarding your personal information. EyeMed has taken immediate steps to enhance the protections that were already in place before this incident. In addition to the investigation, EyeMed made changes to how authorized individuals access the EyeMed network and required immediate complex password changes to all our employee accounts. EyeMed is also reinforcing



and providing additional mandatory security awareness training. To help relieve concerns and restore confidence following this incident, EyeMed secured the services of Kroll to provide identity monitoring at no cost for two years to individuals affected by this incident. 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. Identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

What you can affected individuals do:

EyeMed encourages affected individuals to remain vigilant by regularly reviewing their financial statements, credit reports, and Explanations of Benefits (EOBs) from their health insurers for any unauthorized activity. If they identify services that they did not receive or accounts, charges, or withdrawals that they did not authorize, they should immediately contact and report to the involved company and to credit reporting agencies.

Affected individuals were also given an information document entitled “Additional Resources”. This section describes additional steps to take to help affected individuals protect themselves, including recommendations by the Federal Trade Commission regarding identity theft protection and details on how to place a fraud alert or a security freeze on one’s credit file.

More Information:

If you have questions, please call 1-888-974-0076, Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time

You can also call the applicable customer service numbers in Combined’s Policyholder Center at the link below:

<https://www.combinedinsurance.com/us-en/Individuals-Families/policyholder-center.html>