

[Premera Letterhead]

March [X], 2015

Member First and Last Name

Street Address

City, State Zip Code

Dear Member First and Last Name:

I am writing to inform you that Premera Blue Cross (“Premera”) was the target of a sophisticated cyberattack, and that some of your 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 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 information, which could include your name, address, telephone number, date of birth, Social Security number, member identification number, bank account information, 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. 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 providing you a **free, two-year membership in Experian’s® ProtectMyID® Alert** to help detect possible misuse of your personal information and provide you with identity protection services focused on immediate identification and resolution of identity theft. ProtectMyID Alert is completely free to you and enrolling in this program will not hurt your credit score. Due to privacy laws, we are not able to enroll you directly. **For more information on identity theft prevention and ProtectMyID Alert, including instructions on how to activate your free, 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 you. If you identify medical services listed on your EOB that you did not receive, please contact us immediately. We further recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your bank, credit card and other financial statements for any unauthorized activity. If you would like to place an alert on your bank account or change your bank account number, please contact your bank.

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

Activate ProtectMyID Now in Two Easy Steps

1. ENSURE That You Enroll By: **September 30, 2015** (You will not be able to enroll after this date.)
2. VISIT the ProtectMyID Web Site: www.protectmyid.com/premera

If you have questions related to the product being offered or need an alternative to enrolling online, please call 888-451-6558 and provide engagement #: [REDACTED]

ADDITIONAL DETAILS REGARDING YOUR 24-MONTH PROTECTMYID MEMBERSHIP:

A credit card is not required for enrollment.

Once your ProtectMyID membership is activated, you will receive the following features:

- **Free copy of your Experian credit report:** See what addresses, employers, public records and accounts are already associated with you.
- **Alerts for:**
 - **3-Bureau Credit Monitoring:** Alerts you of new accounts appearing on your Experian, Equifax® and TransUnion® credit reports.
 - **3-Bureau Active Fraud Surveillance:** Daily monitoring of 50 potential indicators of fraud appearing on your Experian, Equifax® and TransUnion® credit reports.
- **Identity Theft Resolution & ProtectMyID ExtendCARE:** Toll-free access to US-based customer care and a dedicated Identity Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each incident; help with contacting credit grantors to dispute charges and close accounts including credit, debit and medical insurance cards; assist with freezing credit files; contact government agencies.
 - It is recognized that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.
- **\$1 Million Identity Theft Insurance*:** Immediately covers certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

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 888-451-6558.

INFORMATION ABOUT PREVENTING IDENTITY THEFT

Even if you choose not to take advantage of this free credit monitoring service, we recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your credit card, bank, and other financial statements for any unauthorized activity. You may also obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To order your credit

* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). 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.

report, free of charge once every 12 months, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is as follows:

Equifax	Experian	TransUnion
PO Box 740241	PO Box 2002	PO Box 2000
Atlanta, GA 30374	Allen, TX 75013	Chester, PA 19022
www.equifax.com	www.experian.com	www.transunion.com
1-800-525-6285	1-888-397-3742	1-800-680-7289

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Office of the Attorney General in your home state. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
www.ftc.gov/idtheft
1-877-438-4338

You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records.

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. We further recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your child's bank, credit card and other financial statements for any unauthorized activity. If you would like to place an alert on your child's bank account or change your child's bank account number, please contact your child's bank.

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?

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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



March __, 2015

Dear _____

This letter is to provide you notice on behalf of Weyerhaeuser that your personal information may have been affected by the Premera Blue Cross security breach.

WHAT HAPPENED?

On March 17, 2015, Premera notified Weyerhaeuser and others that cyber-attackers had gained unauthorized access to Premera's Information Technology (IT) systems since as early as May of 2014. Premera discovered the unauthorized access on January 29, 2015. Premera's investigation determined that the attackers may have gained unauthorized access to information on Weyerhaeuser enrollees in Premera health plans, dating back to 2005. Premera says the information accessed may include name, date of birth, address, email address, telephone number, Social Security number, member identification number, and claims information, including clinical information.

Premera says it has no evidence at this time that any data was removed at any point during this security breach of Premera's IT systems. Premera also says it has no evidence such data has been used inappropriately since the security breach of Premera's IT systems. However, because personal information may have been accessed, Premera also began mailing letters to affected individuals on March 18, 2015. Premera has also indicated that it has cleansed its IT systems and taken steps to strengthen and enhance its security going forward.

WHY ARE YOU RECEIVING THIS LETTER?

Premera gave us your name as an individual whose information may have been accessed in this incident. Premera began mailing notification letters to affected members on March 18, 2015. If you do not receive a letter from Premera, please contact Premera at **1-800-768-5817**. Premera is also doing the following:

- **Offering Free Credit Monitoring:** Premera will offer two years of free credit monitoring and identity-theft protection services to anyone affected by this incident. You can enroll in this service in advance of receiving notification from Premera by going to <http://premeraupdate.com/free-credit-monitoring/>
- **Posting Updates Online:** Information about this incident is posted at www.premeraupdate.com.
- **Answering Questions:** Call Premera with any questions you have at **1-800-768-5817** weekdays from 5 a.m. to 8 p.m. Pacific time.

HOW TO PROTECT YOURSELF FROM FRAUD

1. **Get Updates:** Visit www.premeraupdate.com for accurate up-to-date information.
2. **Vigilance:** We recommend that you be vigilant about reviewing your financial account statements and Explanations of Benefits, and routinely monitor your credit report for any fraudulent activity.
3. **Get Free Monitoring:** Take advantage of the free credit monitoring and identity-theft protection that Premera is offering.