

NOTICE OF DATA INCIDENT

ABOUT THE DATA PRIVACY EVENT

Delta Dental of Arizona recently learned of an incident that may affect the privacy of certain information. Delta Dental of Arizona is providing notice of the event so potentially affected individuals may take steps to better protect their personal information, should they feel it appropriate to do so. This incident only affects individuals who may have done business with Delta Dental of Arizona or whose employer may have done business with Delta Dental of Arizona - not members or clients of other Delta Dental member companies.

FREQUENTLY ASKED QUESTIONS

What Happened? On or around July 8, 2019, Delta Dental of Arizona became aware of suspicious activity related to an employee's email account. We immediately commenced an investigation, working with third party forensic investigators, to assess the nature and scope of the email account activity. The investigation confirmed that the employee fell victim to an email phishing scheme that allowed an unauthorized actor to gain access to the email account. While we have no evidence of actual or attempted misuse of any information present in the email account, we could not rule out the possibility of access to data present in the account. Delta Dental of Arizona undertook a lengthy and labor-intensive process to identify the personal information contained in the affected account. In an abundance of caution, Delta Dental of Arizona is notifying individuals because we have confirmed that certain personal information was present in the affected account.

What Information Was Involved? Delta Dental of Arizona's investigation determined that the information present in the affected email account may include: name, address, date of birth, Social Security number, Member or Subscription identification number, driver's license number, government issued identification number, state identification number, passport number, financial account information, credit and/or debit card information, dental/treatment information, dental insurance information, digital signature, and/or username and password.

How many people were impacted by this situation? Our investigation into this matter is ongoing. We are notifying affected individuals of this matter on an ongoing basis as we confirm potential impact. For these reasons, we are unable to provide a number at this time.

What is Delta Dental of Arizona Doing? The security of personal information is one of Delta Dental of Arizona's highest priorities and it takes this incident very seriously. Upon learning of this incident, Delta Dental of Arizona immediately took steps to ensure the security of its email environment and investigate the activity. In addition, Delta Dental of Arizona has taken steps to help ensure a similar situation does not occur in the future.

Are all required notices being filed? Delta Dental of Arizona is notifying regulators of this incident as required, including the U.S. Department of Health and Human Services.

Is Delta Dental of Arizona providing credit monitoring? Delta Dental of Arizona is offering impacted individuals with access to complimentary credit monitoring and identity restoration services through Experian. Enrollment instructions for the credit monitoring and restoration services are included in the letters we are sending to impacted individuals.

What You Can Do? Potentially affected individuals can enroll to receive the complimentary credit monitoring and identity restoration services. Delta Dental of Arizona also encourages potentially impacted individuals to review and consider the information and resources outlined in the below “Privacy Safeguards.”

For More Information? You may write to Delta Dental of Arizona at 5656 W. Talavi Blvd., Glendale, AZ 85306 or call 833.281.4828, 7:00 am to 9:00 pm MST, Monday through Friday and Saturday and Sunday from 9:00am to 6:00 pm MST (excluding some U.S. national holidays) if you have additional questions or concerns.

PRIVACY SAFEGUARDS

Monitor Your Accounts

Delta Dental of Arizona encourages potentially impacted individuals to remain vigilant against incidents of identity theft and fraud by reviewing their accounts, explanations of benefits, and credit reports for suspicious activity, to detect errors. You are encouraged to report any suspicious activity to the affiliated institutions immediately. Under U.S. law, individuals with credit reports are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1.877.322.8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

You have the right to place a “security freeze” on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security 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 security 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 security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

Experian

PO Box 9554
Allen, TX 75013
1.888.397.3742

www.experian.com/freeze/center.html

TransUnion

P.O. Box 2000
Chester, PA 19016
1.888.909.8872

www.transunion.com/credit-freeze

Equifax

PO Box 105788
Atlanta, GA 30348-5788
1.800.685.1111

www.equifax.com/personal/credit-report-services

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior 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, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

As an alternative to a security freeze, you have the right to place an initial or extended "fraud alert" on your 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 agencies listed below:

Experian

PO Box 9554
Allen, TX 75013
1.888.397.3742

www.experian.com/freeze/center.html

TransUnion

P.O. Box 2000
Chester, PA 19016
1.888.909.8872

www.transunion.com/credit-freeze

Equifax

PO Box 105788
Atlanta, GA 30348-5788
1.800.685.1111

www.equifax.com/personal/credit-report-services

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1.877.438.4338); 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 in order 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.