



HealthMarkets Insurance Agency
9151 Boulevard 26
North Richland Hills, TX 76180

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CENTRAL OFFICE
ATTORNEY GENERAL
STATE OF WASHINGTON

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APR 01 2019

CONSUMER PROTECTION DIVISION
SEATTLE

March 28, 2019

Attorney General Bob Ferguson
1125 Washington Street SE
Olympia, WA 98504-0100

RE: Notice of Unauthorized Disclosure of Sensitive Information

Dear Attorney General Ferguson:

HealthMarkets Insurance Agency, Inc. ("HMIA") recently became aware of an inadvertent electronic mail distribution of personal non-public information maintained by HMIA. The email was sent to four agents / former agents during the period of 2/6 – 2/12/2019 and included an attached file with sensitive information of other agents.

Upon notification of the error, we performed an investigation to determine the amount and content of information that was released and the parties who were involved. An attachment to the email included a list of names, addresses, social security numbers, and 2018 earnings. Our investigation included interviews with employees and inspection of all pertinent electronic records.

After the investigation was completed, we determined that the personal information of 39 insurance agents who are residents of your state was provided via an unencrypted electronic communication (email) to the four individuals. We have concluded that this incident was not a systemic issue, but rather a result of human error. The employees who sent the email in error have been coached. We have also contacted the third party recipients and requested that the email be deleted. At the present time we have no evidence that this data has been used in an unauthorized manner by the recipients who received the information.

Additionally, since the notification and investigation of the incident, we have taken steps to review our practices regarding the internal and external distribution of sensitive personal data. Changes have been made to processes that will prohibit sending an external email with an attachment such as this in the future.

We have received no indication that the information that was inadvertently attached with the email has been used in an unauthorized manner by the recipients. However, we have taken steps to notify the individuals impacted and offer credit monitoring to those individuals. Attached please find a sample copy of the notice that has been sent to the individuals impacted by this issue.

Attorney General Bob Ferguson
March 28, 2019
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Please contact me at Susan.Luna@HealthMarkets.com or at 817-255-3188 if you have any questions or need additional information.

Sincerely,

A handwritten signature in cursive script that reads "Susan Luna".

Susan A. Luna
Sr. Director & Privacy Official
Corporate Compliance



HealthMarkets Insurance Agency
9151 Boulevard 26
North Richland Hills, Texas 76180

March 4th, 2019

Name
Address1
Address2
City, ST Zip

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

Dear Name,

We are writing to you regarding a data security incident that occurred during the period of February 6 – 12, 2019.

This incident involved your personal information including name, address, social security number, and 2018 earnings. A document containing this information was attached to an email that was sent to 4 agents. As a result, your personal information may have been potentially exposed to others. We contacted the recipients and requested that the email be destroyed. Please be assured that we are committed to fully protecting the all of the information that you have entrusted to us. We have taken every step necessary to address the incident, which includes a change in the process by which sensitive information is emailed.

HealthMarkets takes this incident seriously. We are not aware that the personal information contained in the email attachment has been used inappropriately by the recipients. However, to protect yourself from the possibility of identity theft, we recommend that you immediately place a fraud alert on your credit files. A fraud alert lets creditors know that they should contact you before opening new accounts in your name. Just call any one of the three credit reporting agencies at the appropriate number below. This will let you automatically place fraud alerts with all three agencies. You will then receive letters from all of them, with instructions on how to get a new copy of your credit report from each agency.

Experian

- www.experian.com
- 888-397-3742

Equifax

- www.equifax.com
- 800-525-6285

TransUnion

- www.transunion.com
- 800-680-7289

When you receive your three credit reports, review them very carefully. Look for accounts you did not open. Look for inquiries from creditors that you did not initiate. Look for personal information, such as home address and social security number, which is not accurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

If you do find suspicious activity on your credit reports, call your local police or sheriff's office and file a police report of identity theft, or if appropriate, give your contact information to the law enforcement agency investigating the incident report for you. Please make sure that you get a copy of the police report. You may need to give copies of the police report to creditors to clear up your records.

Even if you do not find any signs of fraud on your reports, we recommend that you check your credit report every three months for the next year. Just call one of the numbers above to order your credit reports and keep the fraud alert in place.

We suggest that you also monitor your credit card and bank account statements to make sure that there have not been any unauthorized transactions on your accounts.

For more information on identity theft, we suggest that you visit the website of your state's office of privacy protection and/or the Federal Trade Commission at www.consumer.gov/idtheft or (202) 326-2222.

To further help ensure that your personal information is not used in an unauthorized manner, HealthMarkets is offering to provide a credit monitoring service for you for the next twelve months. To take advantage of this offer, you must contact us at hmprivacy@hmkts.com.

We sincerely apologize for this incident and regret any inconvenience it may cause you. We encourage you to take advantage of the credit monitoring outlined above. Should you have questions or concerns regarding this matter and/or the protections available to you, please do not hesitate to contact us at phone 888-731-4447 or hmprivacy@hmkts.com.

Sincerely,

Privacy Official
Corporate Compliance

HealthMarkets Insurance Agency, Inc. is licensed as an insurance agency in all 50 states and the District of Columbia.