



September 5, 2014

[CUSTOMER NAME AND ADDRESS]

Dear [CUSTOMER NAME]:

NCQA is writing to provide you with additional information about a data security incident that may have exposed some of your personal information. As we previously informed you, the NCQA ecommerce system (the NCQA Store) was breached by an unauthorized user on September 3, 2014.

You already received a phone call from us regarding this incident. This letter relates to the same incident. NCQA has investigated the incident and is writing to provide you with additional information.

Upon discovery of the incident, NCQA immediately closed the access point to the NCQA Store and started an investigation into the incident. We determined that the unauthorized user may have intercepted information on a small number of customers making an online credit or debit card purchase on September 3, 2014 during the time period of 2:00am to 10:00am. Our records show that you made an online purchase during this time period. The information breached included your name and address, credit or debit card number, and expiration date.

The privacy and protection of your information is something we take very seriously and we have worked swiftly to resolve the incident. We have applied additional safeguards to stop this type of breach in the future. We are notifying you so you can take action to minimize potential harm from this incident.

Because this incident involves the potential disclosure of your credit or debit card information, we recommend you remain vigilant with respect to reviewing your account statements and credit reports, and promptly report any suspicious activity or suspected identity theft to the proper law enforcement authorities, including local law enforcement, your state's attorney general and/or the Federal Trade Commission at 1-877-IDTHEFT (438-4338), or www.ftc.gov/idtheft.

You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to:

Annual Credit Report Request Service
P.O. Box 105281
Atlanta, GA, 30348-5281.

You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below:

- Equifax, P.O. Box 105139, Atlanta, Georgia 30374-0241, 1-800-685-1111, www.equifax.com
- Experian, P.O. Box 2002, Allen, TX 75013, 1-888-397-3742, www.experian.com
- TransUnion, P.O. Box 6790, Fullerton, CA 92834-6790, 1-800-916-8800, www.transunion.com

If you have any further questions or concerns about this incident, feel free to contact NCQA Customer Support at 1-888-275-7585 or by email at customersupport@ncqa.org. We sincerely regret any inconvenience or concern this incident may cause you.

Sincerely,

Rick Moore
Chief Information Officer