

Our mission is to provide all Vermonters with the knowledge and tools needed to easily compare and choose a quality, affordable, comprehensive health plan.



January 17, 2014

XXXXXXXX and
XXXXXXXX
XXXX XXXX Lane
Newport, VT 05855

Dear Mr. and Ms. XXXXXXXX:

It has come to our attention that another consumer on the Vermont Health Connect (VHC) portal was able to view a scan of your premium payment check. We have determined that this incident was the result of VHC's premium processing contractor inadvertently assigning a copy of an image of your check to an account of another consumer with the same name. We have remedied the problem so that it will not happen again.

For a brief period of time on January 8th, 2014, another consumer was able to view a scanned image of your payment check containing your names and address, VHC account number that you had written on your check, checking account number, and bank routing number. The individual who received your invoice immediately contacted VHC to report the incident.

Though it is unlikely, it is possible that your financial account information could be used for fraudulent transactions. Following are some suggestions about how to protect yourself:

1) Review your bank, debit card account statements carefully over the next 12 to 24 months and immediately report any suspicious activity to your bank or credit union.

2) Monitor your credit reports with the major credit reporting agencies:

Equifax
1-800-685-1111
PO Box 740241
Atlanta GA 30374-0241
www.equifax.com

Experion
1-888-397-3742
PO Box 2104
Allen TX 75013
www.experion.com

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TransUnion
1-888-916-8800
PO Box 1000
Chester PA 19022
www.transunion.com

Under Vermont law you are entitled to a free copy of your credit report from each of those agencies once a year. Call the credit reporting agency if you find accounts you did not open, inquiries from creditors that you did not initiate or inaccurate personal information.

We sincerely apologize for any concern this may have caused you. We take the privacy and security of all consumer information very seriously.

Please feel free to contact me at (802) 879-8203 if you have any questions or would like to discuss any concerns you may have.

Sincerely,

Greg Needle
VHC Privacy Officer