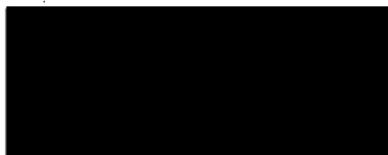


Our mission is to provide all Vermonters with the knowledge and tools needed to easily compare and choose a quality, affordable, comprehensive health plan.



September 21, 2016



Dear Ms. [REDACTED]

It has come to our attention that some of your fair hearing discovery documents were inadvertently mailed to the wrong petitioner. On September 13th, VHC discovered that a legal assistant inadvertently mailed documents containing case notes, notices, and payment information to another VHC consumer. The documents did not contain any health information but did include your name, address, premium amounts, and a copy of a cancelled premium check that you sent to VHC.

The Assistant Attorney General handling your case has called the recipient and explained the error and has sent them a self-addressed stamped envelope for them to return the documents to Agency of Human Services. VHC fully anticipates that the recipient will return the documents.

Though it is unlikely, it is possible that your financial account information could be used for fraudulent transactions. The following are some suggestions about how to protect you and your personal information:

- 1) Review your bank and 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

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

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) 585-6479 if you have any questions or would like to discuss any concerns you may have.

Sincerely,

A handwritten signature in black ink, appearing to read "Greg Needle", with a long horizontal flourish extending to the right.

Greg Needle
VHC Privacy Officer