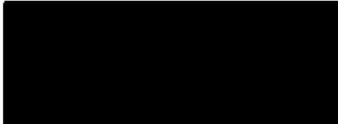


Our mission is to provide all Vermonters with the knowledge and tools needed to easily compare and choose a quality, affordable, comprehensive health plan.



December 7, 2017



Dear Ms. [REDACTED]:

It has come to our attention that there was potential for two other consumers on the Vermont Health Connect (VHC) portal to view a scan of your premium payment coupon. We have determined that this incident was the result of VHC's premium processing contractor inadvertently assigning a copy of an image of your payment stub to an account of two other consumers through a new automated process. We have remedied the problem so that it will not happen again.

For a brief period beginning on October 25th, 2017 until discovery of the error on November 6th, 2017, two other consumers could have been able to view a scanned image of your payment stub containing your name, address, Social Security Number, monthly premium amount, and contact ID. VHC has no evidence that the other consumers viewed your information only that it was possible for them to view it. VHC believes that the misuse of your personal information is not likely.

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

- 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", written over a horizontal line.

Greg Needle
VHC Privacy Officer