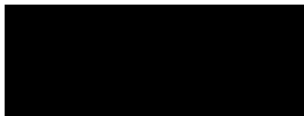


Our mission is to provide all Vermonters with the knowledge and tools needed to easily compare and choose a quality, affordable, comprehensive health plan.



January 30, 2018



Dear Ms. [REDACTED]:

It has come to our attention that another consumer was able view some of your payment information on the Vermont Health Connect (VHC) online portal. We have determined that this incident was the result of VHC's Member Services Contractor inadvertently linking your payment information with another consumers account on December 26th, 2017. VHC's Member Services Contractor fixed this issue upon discovery on January 29th, 2018.

For a period of time beginning on December 26th, 2017 until discovery of the error on January 29th, 2018, one other consumer was able to view your recurring payment information that included your name, your bank name, and the last four digits of both the bank routing and your bank account number. Because the other member reported the error upon discovery and because the account information disclosed was incomplete, VHC believes that the misuse of your personal information is not likely.

Though it is unlikely, it is possible your 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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Find the plan that's right for you.

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 white background.

Greg Needle
VHC Privacy Officer