



Dear Blue Shield of California Member,

We have recently learned that some of our customers may have been affected by a recent cyber-attack on Anthem, Inc. ("Anthem") due to having received healthcare services over the past 10 years in any of the areas that Anthem's Blue Cross Blue Shield companies serve.

Thirty-seven independent, locally operated companies across the United States, including Anthem and Blue Shield of California, form the Blue Cross Blue Shield system. This affiliation enables Blue Cross Blue Shield customers to get high-quality, affordable health care when and where they need it.

Blue Shield of California systems have not been affected by the cyber-attack; however, given our affiliation with the Blue Cross Blue Shield system, we work with Anthem to administer certain aspects of your healthcare plan.

Enclosed please find a letter from Anthem explaining the details of the cyber-attack and the possible impact to your personal information. The letter from Anthem provides you with information about the protections Anthem is offering, including identity repair services (no enrollment required) and credit monitoring. These services will be provided to you at no cost.

If you have any questions about the cyber-attack on Anthem and how it might affect you, please refer to their enclosed letter.

We are committed to protecting your personal information and are carefully evaluating the data security at Blue Shield of California and at any business partners who help us administer your healthcare plan.

Thank you for being a Blue Shield of California customer.