



**Consumer Affairs Division
Arizona Department of Insurance**

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Consumer ALERT

PREMERA TARGETED OF SOPHISTICATED CYBERATTACK

Premera Blue Cross Blue announced on March 17th that it has been a victim of a cyberattack and there was a breach involving the personal information of its policyholders. Premera will contact affected consumers only by mail, not by email or by unsolicited phone calls. If you believe you may have been impacted and have not received a letter by April 20, 2015, you should call 800-768-5817.

What happened?

Premera Blue Cross has been the target of a sophisticated cyberattack that gained unauthorized access to its IT systems. Their investigation has not determined that any data was removed from their systems. To date, there is no evidence that any data has been used inappropriately.

What is Premera doing to protect my information?

Premera will provide free credit monitoring and identity protection services to all affected members. They are offering two years free credit monitoring and identity theft protection services to anyone affected by this incident. They are working with one of the world's leading cybersecurity firms, Mandiant, to investigate the attack and remove the infection from its systems. They have taken additional actions to strengthen and enhance the security of its IT systems moving forward. Premera is also coordinating with the FBI as they conduct their own investigation into the attack.

Does this affect Arizona consumers?

Although Premera has no base of operations in Arizona, there may be current Arizona residents who will be impacted.

What should I do now?

Most importantly, stay calm and continue to monitor the situation closely. You can monitor the situation online at <http://www.premeraupdate.com>. If you have questions about this incident that aren't answered on the website, contact Premera's call center at 1-800-768-5817, Monday through Friday, between 5:00 a.m. and 8:00 p.m. Pacific Time (closed on US observed holidays).

You can sign up today for free credit monitoring and identity theft protection services by visiting www.protectmyid.com/premera