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 **HealthPartners**

8170 33rd Avenue South
Bloomington, MN 55425

March 20, 2014

Dear

We recently learned about an incident that involved some of your personal information. We are writing to tell you what happened, what it means for you, and how you can find answers to any questions you may have.

Who are we and why did we have your information?

HealthPartners administers a health insurance plan in which you are or once were a member. We collect and maintain personal information about our members so we can administer their health plan.

What happened?

We received a call on January 21, 2014. The call was about a HealthPartners employee who had taken home electronic files with health plan information.

We began an investigation. We learned that this happened between 2008 and 2010. The employee showed the data to a family member to get help with the files. The files were copied to several computers and devices so the employee could work from home.

We believe the employee and the family member meant no harm, but this was wrong. It was against our rules for handling your information.

On March 4, 2014, we found that your information was involved. We have recovered several computers and devices involved. We continue attempts to locate any possible others.

What kind of information was involved?

The information did not include:

- Your medical record
- Your credit card information
- Your Social Security Number
- Your address
- Your phone number
- Your email address

The information did include:

- Your name
- Your date of birth
- Your health plan member number

The information may have included:

- Your gender
- Your provider's name and location
- A general description of certain health care services you received
- Your feedback about those services

What does it mean for you?

We do not believe you are at risk for identity or financial theft. The shared information was limited. We do not believe the information was shared with anyone other than the employee's family member. We also do not believe the information was used for anything other than the employee's work. However, we would like to offer you one year of free identity protection provided by First Watch Technologies, Inc. You may call 1-866-263-4159 if you would like to use this service. Please see the attached page for more details about the service and how to use it.

What are we doing to make sure this won't happen again?

We regret this mistake. We promise to use what we have learned to make improvements. We are always working to do more to protect your information. For example, we encrypt all laptops, smart phones, flash drives, and other devices used for company business. This makes data unreadable if it gets into the wrong hands. In addition, we will have more employee training about how to keep your information safe.

We apologize. We want to earn and keep your trust. We know you may have questions, so we have set up a special call center. **Please call 1-866-263-4159 if you have questions or would like to talk with us more.**

Sincerely,



Tobi Tanzer
Vice President, Integrity and Compliance

Free identity protection

 While we do not believe you are at risk for identity or financial theft, we would like to offer you one year of professional identity monitoring service free of charge. This service is provided by First Watch Technologies.

You can sign up for this service between now and June 21, 2014.

How to sign up by phone

Call 1-866-263-4159 (Monday through Friday, 8 a.m. to 6 p.m. CDT)

You will need this 12 digit code to sign up:

How to sign up online

Visit www.firstwatchid.com

- Click on the “Verification Code” button
- Enter your information, including your 12-digit code:

How does it work?

First Watch ID monitors billions of records to look for signs that someone else is using your personal information. First Watch will immediately call you at the telephone number you provide if they find suspicious activity.

First Watch ID gives you up to \$25,000 of identity theft insurance with no deductible. It also gives you coverage for identity restoration. Certain limitations and exclusions may apply.

Please call 1-866-263-4159 if you have any questions or concerns.