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NEWS RELEASE

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ANTHEM SECURITY BREACH – WHAT YOU NEED TO KNOW

BOISE ID (February 10, 2015) – Cyber attacks are something that everyone should be aware of and learn what steps to take to protect themselves from any resultant fraudulent activity. The recent Anthem Blue Cross Blue Shield attack is one such threat to consumers.

In a cyber attack, data thieves gain access to personal consumer information such as names, identification numbers, birthdates, Social Security numbers, addresses, telephone numbers, email addresses, employment information and income data. This information is used to steal your identity.

Idaho Department of Insurance Acting Director Tom Donovan says, "Consumers should remain calm and continue to monitor the situation closely. As with any data breach, be on the lookout for suspicious activities that may try to phish or collect sensitive information such as user names, passwords and credit card information."

Anthem and its affiliated brands were the target of a very sophisticated external cyber attack. The attackers may have gained access to personal information from current and former members. Provider information was not compromised.

Anthem will send letters via the U.S. Postal Service to impacted members in the coming weeks. They will NOT call members and are NOT asking for credit card information or social security numbers over the phone. Email scams have already targeted current and former Anthem members. These phishing emails include a "click here" link for credit monitoring. These emails are NOT from Anthem.

- Do NOT click on any links in the email.
- Do NOT reply to the email or reach out to the senders in any way.
- Do NOT supply any information on the website that may open if you click on a link in the email.
- Do NOT open any attachments that arrive with the email.

The Department offers the following additional suggestions for consumers:

- Anthem has set up a special website, www.anthemfacts.com, to answer questions. Be sure to type in the web address directly. Do not click on any links sent to you in an email or via social media, as scammers will try to take advantage of the breach.
- Consider placing a freeze on your credit report with the three major credit reporting agencies. This allows you to restrict access to your credit report, making it more difficult for identity thieves to open new accounts in your name. Be sure to protect the information of family members as well – including children and elderly parents. For credit freeze information, visit the Federal Trade Commission website, <http://www.consumer.ftc.gov/articles/0497-credit-freeze-faqs>.
- Contact your bank or credit card company if you notice suspicious activity on your account. You may ask them to put a security block on your account or be proactive and request a new credit or debit card.

For more insurance tips and information, contact the Department of Insurance by visiting www.doi.idaho.gov or by calling 334-4250 in the Boise area or 800-721-3272 toll-free statewide.

About the Department of Insurance

The Idaho Department of Insurance has been regulating the business of insurance in Idaho since 1901. The mission of the Department is to equitably, effectively and efficiently administer the Idaho Insurance Code and the International Fire Code. For more information, visit www.doi.idaho.gov.

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