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Dear Current or Former PEIA, WVCHIP, or AccessWV Member:

We are writing to you because of a recent data security incident. On October 16, 2007, a mainframe computer tape containing your and your dependents' name, address, and social security number was reported as lost by United Parcel Service (UPS) while in route to PEIA's data analyst. PEIA also administers the CHIP and AccessWV programs. This tape does not contain medical or prescription claims information. We immediately acted and together with UPS are fully investigating this incident.

Every effort possible is being made to recover the missing data tape. The tape is of a type which cannot be read using a personal computer (PC). The tape is only accessible using highly specialized and expensive equipment, usually only possessed by large, sophisticated business entities. We suggest you call one of the three numbers below to request that a fraud alert be placed on your credit file. A fraud alert lets creditors know to contact you before opening new accounts.

Experian
1-888-397-3742

Equifax
1-800-525-6285

TransUnion
1-800-680-7289

A fraud alert can be placed with any of these agencies **at no cost to you** and will automatically place fraud alerts with the other two agencies. You will then receive letters from all of them, with instructions on how to get a free copy of your credit report from each.

When you receive your credit reports look them over carefully. Look for accounts you did not open. Look for inquiries from creditors that you did not initiate. Also look for personal information, such as your home address and Social Security number, which is not accurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

Even if you do not find any signs of fraud on your reports, you may want to check your credit report periodically out of an abundance of caution. Just call one of the numbers above to order your reports and keep the fraud alert in place.

If you have placed a fraud alert, but still believe you are at risk, you should be aware that a new law, effective July 1, 2007, allows consumers in West Virginia to place a security freeze on their credit files. A security freeze means that your file cannot be shared with potential creditors, to open new credit cards or other lines of credit, without your express authorization. For information on Security Freezes, please refer to the attached information sheet.

If there is anything we can do to assist you, please call 1-800-435-4351. We sincerely regret this incident and will keep you fully advised.

SECURITY FREEZE INFORMATION

Any consumer in West Virginia may place a security freeze on his or her credit report by requesting one in writing from the credit reporting agency. The service is free if you are a victim of an actual identity theft crime.

To prove you are a victim, you must send a valid copy of a police report or an investigative report or written FTC complaint.

For all others, a charge of \$5 will be applied for each placing, removing or temporary lifting of a security freeze. A security freeze generally prohibits the credit reporting agency from releasing the consumer's credit report or any information from it without the express authorization of the consumer. To place a freeze, you must write by certified or overnight mail to each of the three credit bureaus.

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013

Trans Union Security Freeze

P.O. Box 6790
Fullerton, CA 92834-6790

For each, you must:

- Send a letter by **certified** or **overnight mail** only prior to 1/31/09.
- If you are a victim of identity theft, you must include a copy of either the police report or case number documenting the identity theft.
- Provide your full name (including middle initial as well as Jr., Sr., II, III, etc.,) address, Social Security number, and date of birth.
- If you have moved in the past 5 years, supply the addresses where you have lived over the prior 5 years.
- Provide proof of current address such as a current utility bill or phone bill.
- Send a photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.).
- If applicable, include payment by check, money order or credit card (Visa, Master Card, American Express or Discover cards only).