

Dear Participant First Name,

This letter is to inform you of an incident involving potentially compromised Elite Visa® Benefit Cards and the steps that we are currently taking on your behalf. Anthem Blue Cross and Blue Shield (Anthem) was informed of a suspected security breach of a U.S. third party retailer's payment services provider's network. This suspected breach took place between September 3, 2014 and October 8, 2014.

Your card may not have been affected. However we are replacing all cards as a precaution. Here are the steps we are taking:

- You will receive a new Elite Benefit Card within 10 business days.
- Your old benefit card will be deactivated 10 days from the date of this letter.
- If you have dependents in your home who have benefit cards, not everyone may receive a new card. Only potentially compromised cards will be replaced.

When you receive your new Elite Benefit Card, activate it immediately and then destroy your old card. If the old card you have was deactivated because of unresolved or ineligible transactions, those transactions must be cleared before the new card can be used.

Anthem will continue to monitor this event, and we encourage you to keep a close eye on your Anthem account. Please review your monthly statements and online account for potential fraudulent activity. If you suspect fraud, contact us at 877-451-7244, Monday through Friday from 7 a.m. to 7 p.m. (CT).

Thank you for your patience as we resolve this matter, and we're sorry if this caused confusion or inconvenience. We are committed to providing you with secure services and continuing to safeguard your Anthem account.

Sincerely,

Anthem Participant Services

Anthem Blue Cross and Blue Shield

anthem.com

The service is administered by CONEXIS, an independent company.