

## **A Notice to our Participants**

The Food Employers Labor Relations Association and United Food and Commercial Workers VEBA Fund (the "Fund") is committed to protecting the confidentiality and security of our participants' information. Regrettably, this notice concerns an incident experienced by one of our vendors that involved some of that information.

Confidio, LLC ("Confidio") is a pharmacy benefit consulting company that provides pharmacy solutions and consulting services to the Fund. As necessary to perform these services, Confidio receives some personal information about our participants and their dependents.

On March 31, 2020, Confidio notified us that an unauthorized person was able to gain access to a Confidio employee's email account. Upon learning of the incident, Confidio immediately secured the employee's email account, continued its investigation to determine the nature and scope of the incident, and a computer security firm was engaged to assist. On January 31, 2020, Confidio's investigation determined that an unauthorized individual obtained access to the employee's email account between December 16, 2019 and December 17, 2019, and emails and attachments in the account may have been viewed.

The investigation was unable to determine which email and/or attachments, if any, were viewed or acquired by the unauthorized person(s). Confidio therefore performed a comprehensive review of the information contained in the email account to determine what may have been accessible to the unauthorized person(s). Through Confidio's analysis of the emails and attachments contained in the employee's account, Confidio identified information relating to some of the Fund's current and/or former participants and their dependents. The information may have included individuals' names, dates of birth, prescription information, health plan information, and/or clinical or treatment information, such as provider names or diagnoses. In some instances, individuals' Social Security numbers were also found in the account.

This incident did not affect all Fund participants and/or their dependents -- only those whose information was contained in the affected Confidio email account.

Confidio has no indication that any individuals' information was actually viewed or downloaded by the unauthorized individual, or that it has been misused. However, we asked Confidio to mail letters to Fund participants and/or their dependents whose information was identified in the account. Confidio has also established a dedicated, toll-free call center to answer questions individuals may have about the incident. If you have questions, please call 1-888-921-0542, from 9:00 a.m. to 6:30 p.m. Eastern time, Monday through Friday.

For individuals whose Social Security number was contained in the email account, Confidio is offering complimentary credit monitoring and identity protection services. Confidio also recommends individuals review any billing statements or notifications of prescriptions ordered or filled they receive from their mail and retail pharmacies or health care providers. If they see charges for services or prescriptions they did not request or receive, they should contact the Pharmacy Benefit Manager at the phone number on their prescription ID card or their provider immediately.

We regret any concern or inconvenience this incident may cause. The Fund remains committed to protecting the confidentiality and security of participant information. To help prevent a similar occurrence in the future, Confidio is implementing additional procedures to further expand and strengthen its security processes, and is also providing additional education and training to its employees on password best practices and how to identify and avoid suspicious emails.