

NATIONAL ELEVATOR INDUSTRY HEALTH BENEFIT PLAN

19 Campus Boulevard • Suite 200 • Newtown Square, PA 19073-3288
800-523-4702 • www.neibenefits.org

October 28, 2020

To: All Participants in the National Elevator Industry Health Benefit Plan, I.U.E.C. Locals and Regional Directors
From: The Board of Trustees and Robert O. Betts, Jr.
Re: **Notice of EyeMed Security Incident**

On October 15, 2020, EyeMed, the Plan's vision care network provider, notified the Benefits Office of a HIPAA Security Incident involving an EyeMed email mailbox. After a comprehensive investigation into this incident, EyeMed determined that personal information of participants of many of EyeMed's clients, including current and former participants of the National Elevator Industry Health Benefit Plan, was potentially accessed. The Board of Trustees takes the privacy and confidentiality of your personal information very seriously, and for this reason, we're notifying all Plan Participants of this HIPAA Security Incident. Please note that if your personal information was potentially accessed, EyeMed will be sending you a separate letter detailing this incident, advising you of the personal information that could have been accessed, the steps EyeMed is taking to further enhance its cybersecurity, and providing you with the opportunity to enroll in identity monitoring at no cost to you for two years.

The Incident.

We have been advised by EyeMed that on July 1, 2020, EyeMed discovered that an unauthorized individual gained access to an EyeMed email mailbox and sent phishing emails to email addresses contained in the mailbox's address book. EyeMed promptly blocked the unauthorized individual's access to the mailbox and secured the mailbox. This mailbox contained information about current and former recipients of vision benefits provided through EyeMed's network.

EyeMed launched an investigation into the incident and hired a cybersecurity firm to assist in its efforts. The investigation determined that personal information of 5,589 current and former participants in this Plan was potentially accessed. For the vast majority of those affected participants, the personal information that could have been accessed included their full names, dates of birth and identification numbers. However, the Social Security Numbers of 32 current or former participants of this Plan and the home addresses of 35 current or former participants of this Plan also could have been accessed.

EyeMed will be notifying all 5,589 affected Plan participants.

As noted above, EyeMed will be sending notices of this incident to all 5,589 affected current and former Plan participants. EyeMed has agreed to send these notices by first class mail. However, if for any reason you believe you may have been affected by this security incident and you do not receive a letter from EyeMed by November 15, 2020, you should call 888-974-0076, Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time to learn if your information was involved in the breach. Additional information is available on EyeMed's homepage at <https://eyemed.com/en-us/notice> under the link "Notice of security incident."