

Notice of Data Incident



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Wed 11/5/2025 5:41 PM

Good afternoon,

On October 11, 2025, Gelber Group learned that Conduent, a vendor that provides mailroom, document processing, payment integrity, and other back-office support services to Blue Cross Blue Shield of Illinois ("BCBSIL") pursuant to a business associate agreement, experienced a data incident that impacted personally identifiable information or PII related to your and/or your dependents' participation in a group health plan administered by BCBSIL ("the Incident"). You may have already received a formal notice about the Incident from Conduent; if you have not, you likely will soon. In either event, we wanted to reach out directly to let you know that we are here to support you.

Conduent advised us that, between October 21, 2024, and January 13, 2025, a bad actor gained unauthorized access to its environment. During that time, the bad actor may have accessed PII related to you, including your name, address, date of birth, social security number, treatment or diagnosis information, treatment date information, health insurance number, and provider information. Conduent is not aware of any attempted or actual misuse of this information.

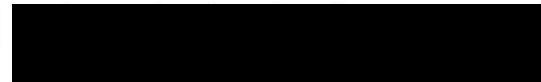
Conduent informed us that it first became aware of the Incident on January 13, 2025, and thereafter conducted an extensive investigation with assistance from third-party experts. It further advised us that, by January 27, 2025, the Incident was contained and there was no longer an active threat.

The notice you have or will receive from Conduent outlines steps that you can take to minimize the risk that your information will be misused. Specifically:

1. Enroll in the credit monitoring and identity restoration services Conduent is offering, without charge to you, through its vendor Kroll. To enroll, follow the instructions in Conduent's letter.
2. Obtain a free credit report by following the instructions in Conduent's letter.
3. Place a Fraud Alert and a Security Freeze by following the instructions in Conduent's letter.
4. If you have questions, or need additional assistance:
 - a. Contact Conduent's dedicated assistance line, (866) 559-4749 (toll-free), Monday-Friday, from 9 AM to 6:30 PM ET, or write to Conduent at Attn: Data Incident, 100 Campus Drive, Suite 200, Florham Park, New Jersey 07932.
 - b. Contact the Federal Trade Commission ("FTC") at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261.
 - c. New York Residents: Your state attorney general can be contacted at The Capitol, Albany, NY, 12224, ag.ny.gov, or 800-771-7755.
 - d. North Carolina Residents: Your state attorney general can be contacted at 9001 Mail Service Center, Raleigh, NC 27699, ncdoj.gov, or 919-716-6000.
5. You can report known or suspected identity theft to law enforcement, including your state's attorney general and the FTC. Under the law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft or fraud, you also have the right to file a police report and obtain a copy of it.

Gelber understands that the Incident may cause concern or inconvenience. We want to reiterate that we are here to help.

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Please feel free to contact me at mkappel@gelbergroup.com, or Lisa Dunskey, General Counsel, at ldunsky@gelbergroup.com.

Regards,

Maria

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