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Department of Insurance Issues FAQs on Anthem Data Breach

Anthem, Inc. reported that it recently discovered the unauthorized access of customer information including member names, dates of birth, Social Security numbers, addresses, telephone numbers, email addresses, employment information and income data. The Louisiana Department of Insurance is looking at signing on to a multi-state examination of Anthem coordinated through the National Association of Insurance Commissioners. The examination will include a comprehensive review of the company's security.

"Cybersecurity is a matter we take very seriously and we are evaluating the extent to which consumers in Louisiana could be affected," said Insurance Commissioner Jim Donelon. "As we gather more information on the impact of the breach, I would encourage residents to monitor their mail closely and be on the lookout for any correspondence from Anthem indicating they may have been affected."

The Louisiana Department of Insurance is monitoring the Anthem security breach and offers the following FAQs.

Are consumers in Louisiana impacted by the Anthem data breach?

While Anthem operates in 14 states, the company has said the data breach will affect customers in all 50 states. Anthem does not sell insurance directly in Louisiana and the company is assessing how many consumers in Louisiana may be impacted by the breach.

How will a customer know if they are impacted?

Anthem has said it is not yet aware of any fraudulent activity against policyholders that has occurred as a result of the breach. The company is contacting each impacted customer and will provide resources including credit theft monitoring and identity theft insurance for at least one year. Consumers who are not sure if they are an enrollee of Anthem or who have other questions can contact Anthem at 1-877-263-7995 or www.AnthemFacts.com.

How will Anthem notify impacted customers?

Anthem has said it will contact affected customers via written correspondence in the mail – not by phone or email. Anthem has warned customers to beware of phishing emails that include a “click here” link for credit monitoring. Phishing emails are aimed at luring consumers into sharing sensitive information or clicking on links that download malware onto their computers. Scam artists trying to collect personal information may also contact consumers over the phone. If you notice suspicious activity on any of your accounts, contact your bank or credit card company immediately.

About the Louisiana Department of Insurance: *The Louisiana Department of Insurance works to improve competition in the state’s insurance market while assisting individuals and businesses with the information and resources they need to be informed consumers of insurance. As a regulator, the LDI enforces the laws that provide a fair and stable marketplace and makes certain that insurers comply with the laws in place to protect policyholders. You can contact the LDI by calling 1-800-259-5300 or visiting www.ldi.la.gov.*