

## **A Notice to Participants**

At East Central Indiana School Trust (“ECIST” or “Trust”), we are committed to protecting the confidentiality and security of the information we receive. Regrettably, this notice concerns an incident involving some of that information.

ECIST is a self-funded insurance trust, which consists of member schools within the East Central Educational Service Center (“ECESC”) as well as ECESC itself (the Trust “Members”). We assist our Members with providing their employees’ health insurance benefits. To accomplish this function, we receive necessary data about policy participants, including certain types of personal information.

Our ongoing investigation into a phishing email incident recently determined that an unauthorized person had obtained access to an email account belonging to an ECIST employee. Upon first learning of the incident, we secured the employee’s email account, launched an investigation to determine the nature and scope of the incident, and a computer security firm was engaged to assist. The investigation determined that an unauthorized person had access to the employee’s account from May 19 to May 22, 2019. Through the investigation, we identified certain messages in the account that may have been viewed by the unauthorized person. We conducted a comprehensive search of those messages and determined on July 5, 2019, that certain emails or attachments reflected information related to the services we perform as a Trust, including information on some of our Members’ employees and their dependents. The information may have included names, dates of birth, Social Security numbers, drivers’ license numbers, medical information, prescription information, and/or health insurance information.

This incident did not affect all of our Members’ employees, but only those who had information contained in the affected email account.

We have mailed notification letters to all policy participants whose information was identified in the account. We have also established a dedicated toll-free call center to answer questions patients may have about the incident. If you have questions, please call 1-844-644-4305, from 8:00 am to 5:00 pm Central Time, Monday through Friday.

For participants whose Social Security or driver’s license number was contained in the email account, we are offering complimentary credit monitoring and identity protection services. We also recommend that individuals review any billing or explanation of benefits statements they receive from their health insurers or healthcare providers. If individuals see services they did not receive, they should contact the insurer or provider immediately.

We apologize for any concern or inconvenience this incident may cause. As a result of this incident, we are implementing additional procedures to further expand and strengthen our security processes and providing continued education and training to our staff.