

February 6, 2015

Office of Consumer Protection
235 South Beretania St
Honolulu, HI 96813

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OFFICE OF CONSUMER PROTECTION
INVESTIGATIONS

To Whom It May Concern:

Pursuant to HI Rev. Stat. Ann. 487N-1 – 487N-4, this is to notify you that on December 10, 2014, Anthem, Inc. was the victim of a cyber-attack.

On January 27, 2015, Anthem discovered that one of its database warehouses was experiencing a suspicious data query. We immediately stopped the query and launched an internal investigation. On January 29, 2015, we determined that we were the victim of a sophisticated cyber-attack. We notified federal law enforcement officials and shared the indicators of compromise with the HITRUST C3 (Cyber Threat Intelligence and Incident Coordination Center).

Our investigation shows the attacker had a proficient understanding of the data platforms and successfully utilized valid illegally-obtained database administrator logon information. Through our investigation, Anthem was able to rule out any internal resources as the source of the data breach. We continue working with federal investigators to determine who is responsible and why Anthem, Inc. was targeted.

At this time, we are conducting a thorough IT forensic investigation to determine whose information was accessed. This incident affects members and groups whose data was contained in the database warehouse during the time of the data queries – December 10, 2014 – January 27, 2015. Specific numbers of impacted Hawaii residents will be provided when that information has been identified and confirmed.

Our investigation to date indicates that the information accessed included names, dates of birth, social security numbers, street addresses, email addresses and employment information. We are working to determine whose social security numbers were accessed. Currently, there is no indication that the information accessed included credit card information/financial information or medical history information.

We are not aware of any fraud that has occurred as a result of this incident against our members.

Anthem has contracted with Mandiant – a global company specializing in the investigation and resolution of cyber-attacks. Anthem will work with Mandiant to ensure there are no further vulnerabilities and work to strengthen security. Additionally, Anthem has changed passwords and secured the compromised database warehouse.

For more information, please email Privacy_Incident-sm@anthem.com.

Sincerely,

Anthem, Inc.