

STATEMENT FROM

WOLVERINE SOLUTIONS GROUP

Notice of Breach / Cybersecurity Incident

Wolverine Services Group (“WSG”) performs services for health-related business clients, including various health plans and hospital systems (“Healthcare Clients”), including McLaren’s hospitals and Medical Group. WSG is providing this statement to our clients to post on their website as a precautionary measure and as part of our commitment to patient privacy. WSG takes patients’ privacy seriously, and it is important to us that you and the community that we serve are made fully aware of a recent security incident at WSG, which potentially involves personal information of McLaren patients.

On approximately September 25, 2018, WSG discovered that an unauthorized party gained access to its computer system and infected the system with malware. The malware encrypted many of WSG’s records (including those pertaining to our Healthcare Clients), which made them inaccessible to WSG in an effort to extort money from WSG. This is commonly referred to as “ransomware.” Shortly after WSG learned of the incident, it began an internal investigation and hired outside forensic security experts to assist us in decrypting and recovering our records. As a result of our investigation, WSG believes that the records were simply encrypted. There is currently no indication that the information itself was extracted from WSG’s servers. Nevertheless, given the nature of the affected files, some of which contained individual patient information (names, addresses, dates of birth, social security numbers, insurance contract information and numbers, phone numbers, and medical information, including some highly sensitive medical information), out of an abundance of caution, we mailed letters to all impacted individuals recommending that they take immediate steps to protect themselves from any potential misuse of their information.

What we are doing.

WSG is taking steps to guard against identity theft or fraud. We have arranged for affected individuals to have AllClear ID protect their identity. The following identity protection services start on the date of this notice and can be used at any time during the next 12 months.

- AllClear Identity Repair: This service is automatically available to you with no enrollment required. If a problem arises, simply call **1-877-412-7152** and a dedicated investigator will help recover financial losses and restore your credit.
- AllClear Fraud Alerts with Credit Monitoring: This service offers the ability to set, renew, and remove 90-day fraud alerts on your credit file to help protect you from credit fraud. In addition, it provides credit monitoring services, a once annual credit score and credit report, and a \$1 million identity theft insurance policy. To enroll in this service, you will need to provide your personal information to AllClear ID. You may sign up online at

enroll.allclearid.com or by phone by calling **1-877-412-7152**. You will need to contact AllClear to obtain a Redemption Code to enroll in these services.

We also want to note that following your enrollment, additional steps are required by you in order to activate your AllClear phone alerts and fraud alerts, and to pull your credit score and credit file. Additional steps may also be required in order to activate your monitoring options.

We also recommend that you regularly review statements from your accounts (*i.e.*, account statements and Explanations of Benefits (“EOB”)) and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase additional copies of your credit report by contacting one or more of the three nationwide consumer reporting agencies listed below.

Equifax: P.O. Box 740241, Atlanta, Georgia 30374-0241, 1-800-685-1111, www.equifax.com
Experian: P.O. Box 9532, Allen, TX 75013, 1-888-397-3742, www.experian.com
TransUnion: P.O. Box 1000, Chester, PA 19022, 1-800-888-4213, www.transunion.com

When you receive your credit reports, account statements and EOBs, review them carefully. Look for accounts or creditor inquiries, transactions or services that you did not initiate or do not recognize. Look for information, such as home address and Social Security Number, that is not accurate. If you see anything you do not understand, call the consumer reporting agency at the telephone number on the report, the company issuing the account statement, your provider rendering services or the insurance company issuing your EOB. We have also provided a list of Frequently Asked Questions, to our clients.

We take the protection of your personal information seriously and are taking steps to prevent a similar occurrence. We have migrated to a different computer system that has added protections and are training our workforce in safeguards.

If you have further questions about identify protection services, please contact enroll.allclearid.com or by phone by calling **1-877-412-7152**. We sincerely apologize to you and all our Healthcare clients for concern caused by this incident.

Sincerely,

Robert Tokar
CEO, Wolverine Solutions Group
511144.v1