



Register for Free Identity Protection

Activation Code: [REDACTED]

Enroll Online: www.debix.com/healthnet

Assistance Hotline: (877) 263-8001

November 30, 2009

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Dear [REDACTED]

Protecting the privacy of our members' personal information is a critical priority at Health Net, Inc. The purpose of this letter is to inform you of a matter involving an unencrypted portable computer disk drive that was discovered missing from a Health Net office. The information on the disk drive is in the form of scanned images rather than raw data and covers the period from 2002 to mid-2009. Because of the nature of the files saved on this portable computer disk drive, we were initially unable to determine what information was on the disk drive. The investigation to make this determination was very lengthy and required a detailed forensic review by computer experts. However, we have now been able to determine that the disk drive contained your personal information such as your name, address, Social Security number and possibly your protected health and financial information.

Fortunately, the files on the missing drive were not saved in a format that can be easily accessible and therefore, we believe the risk of harm to you is low. Additionally, to date, the investigation has not found any evidence that any of the data contained on the disk drive has been misused. Nevertheless, we want to make you aware of the incident and the steps we are taking on your behalf to ensure you are as protected as possible.

To ensure the integrity of your personal information, Health Net has arranged for you to receive identity protection under the Debix Identity Protection Network, for two years at no cost to you. Once you register, Debix will enroll you in their OnCall Credit Monitoring, and you will receive OnCall Credit Alerts regarding changes to your credit file. If the individual who has received this letter is under the age of eighteen, Health Net has arranged for them to receive credit protection services with Debix ChildScan. Using your phone, you can review and verify these Credit Alerts and the Debix OnCall Investigators are available to assist you in the event that you suspect any fraud relating to your personal accounts. The identity protection services also include \$1,000,000 of identity theft insurance coverage and enrollment in Debix Fraud Resolution Services for two years, if needed, to assist you in restoring your credit file. Additionally, if you experienced any identity theft between May 14, 2009 and the date of this letter, Health Net has also arranged for Debix Fraud Resolution Services to restore your identity at no cost to you.

Debix has a simple internet-based verification and enrollment process. To enroll, visit www.debix.com/healthnet. You will need to provide the activation code listed at the top of this page. Once you have entered your activation code, click on "Sign Up Now" on the right side of the page and follow the website's instructions. Please note, if you enroll online, part of the enrollment process may include receiving a phone call from Debix soon after you initiate the registration process. If you prefer to register through the mail, please complete the enclosed mail-in registration form.