

Brightline/Fortra Breach Frequently Asked Questions

- **Why and how would Fortra have mine and/or my dependents information?**

Brightline who offers virtual behavioral health services, is a vendor of Aetna's. Brightline uses Fortra as their source for transferring data files. If you are covered under the Trinity Health Welfare Benefit Plan and your health benefit is administered by Aetna, your personal information **may** have been affected by the Fortra breach.

- **What happened to cause the breach?**

On January 30, 2023, Fortra became aware of suspicious activity in certain instances of its file transfer system. It was identified that an unauthorized party gained access to and acquired some of Fortra's customer accounts and download files.

- **What personal information was affected?**

Based on further investigation it was determined the following data points were affected:

- Subscriber personal information included name, address, member id, date of birth, group id, and coverage start and end date.
- Dependent personal information included name, member id, member number, date of birth, and gender

- **How do I know if mine and/or my dependents personal information was affected by the Fortra breach?**

If you are covered under the Trinity Health Welfare Benefit Plan administered by Aetna and your information was affected by the breach, you will receive a notice in the mail notifying you. Each individual affected will receive a letter even if multiple affected individuals live at the same address.

- **Will those affected be provided identity and credit monitoring?**

Identity theft restoration and credit monitoring services will be offered through Cyberscout at no cost to you for 24 months. To learn more log onto

<https://secure.identityforce.com/benefit/brightline>
When prompted enter the unique code: 2MRQJ7CTQK

- **How can I learn more about the breach?**

You may contact Brightline directly at 1-822-570-2987.

