

GEORGE JEPSEN
ATTORNEY GENERAL



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Office of the Attorney General
State of Connecticut

February 10, 2015

Sent via First-Class Mail

Joseph Swedish
President and Chief Executive Officer
Anthem Inc.
120 Monument Circle
Indianapolis, IN 46204

RE: Anthem, Inc. Data Breach

Dear Mr. Swedish:

I write to you on behalf of the following states' Attorneys General: Arkansas, Illinois, Kentucky, Maine, Mississippi, Nebraska, Nevada, Pennsylvania, and Rhode Island.

As you know, your company experienced a massive data breach on January 27, 2015, exposing the detailed personal information entrusted to Anthem by as many as 80 million individuals across the country, or perhaps even more. The purpose of this letter is to express our alarm at the failure of the company to communicate with affected individuals and, in particular, to provide them details about the protections the company will make available and how to access those protections.

I have publicly commended Anthem for the relative speed at which it disclosed the breach. On or about the same date that Anthem announced the breach – February 4, 2015 – the company assured me and others that free credit monitoring and identity theft protections would be afforded to those impacted by the breach. Since that date, however, few follow-up details have been made available, and none at all about how individuals can sign up for the protections Anthem will provide them.

As the days pass with no direct communications from Anthem, our offices are receiving more and more communications from constituents expressing greater and greater frustration. Their frustration is justified. The delay in notifying those impacted is unreasonable and is

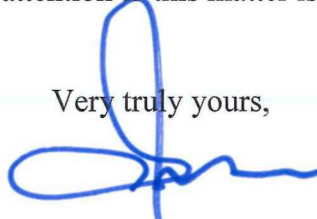
causing unnecessary added worry to an already concerned population of Anthem customers. We are also concerned that delays in providing protections to the victims of this breach compounds the risk they face.

Anthem must communicate detailed information without any further unnecessary delay. Further, Anthem must commit to reimbursing consumers for any losses associated with this breach during the time period between the breach and the date that the company provides access to credit and identity theft safeguards.

Please contact my office no later than 3:00 pm EST on Wednesday, February 11, 2015, to advise me of your plans to provide adequate protections to those whose information in the care of Anthem was exposed by this breach. You may contact Assistant Attorney General Matthew Fitzsimmons at (860) 808-5515.

Your anticipated cooperation and urgent attention to this matter is appreciated.

Very truly yours,

A handwritten signature in blue ink, appearing to read "George Jepsen". The signature is stylized with a large loop at the top and a horizontal flourish at the bottom.

GEORGE JEPSEN