COVERED CALIFORNIA | For the love of Californians

[Date]

Sent via email to: [agentemail@agentemail.com]

[Agent Name]
[Address]
[City, State, Zip]

Subject: NOTICE OF DATA BREACH

Dear [Agent Name],

We are writing to notify you that a phishing incident at Covered California on May 13, 2026 exposed your personal information.

What Happened?
Covered California learned that an unauthorized individual used a phishing scheme to gain access to information relating to agents. As a result of this incident, your information, along with information relating to other agents, was disclosed.

What Information Was Involved?
The unauthorized individual accessed agent spreadsheets that included your name, agency name, license number, FEIN or Social Security number, and role within the agency.

What We Are Doing.
We regret that this incident occurred and want to assure you that we are taking actions to strengthen our security procedures and practices to minimize the risk of recurrence. We are also reviewing the scope of the incident and taking appropriate follow-up action.

What You Can Do.
We recommend that you remain alert for suspicious e-mails, calls, or other communications. You may also wish to review your records and report any suspicious activity immediately.

To safeguard against the possibility of identity theft, Covered California recommends you place a fraud alert on your credit files. This measure notifies potential creditors to take extra steps in verifying the identity of anyone attempting to open a new credit account in your name, thereby providing an additional layer of security. You may do so by reaching out to the three major credit bureaus at:

Equifax	Experian	TransUnion

Board Members Kim Johnson, Chair • Mayra Alvarez • Craig Cornett • Jerry Fleming • Deborah Kelch **Exec Dir.** Jessica Altman

(800) 525-6285 PO Box 740241 Atlanta, GA 30374-0241 www.equifax.com	(888) 397-3742 PO Box 9532 Allen, TX 75013 www.experian.com	(800) 680-7289 Fraud Victim Assistance Div. PO Box 6790 Fullerton, CA 92834-6790 www.transunion.com

Furthermore, we highly recommend following the protection steps outlined in the enclosure titled “Breach Help – Consumer Tips from the California Attorney General.” This resource offers comprehensive guidance on how to secure your personal information and mitigate the risk of identity theft. By taking these proactive measures, you can better protect yourself against potential threats to your personal and financial security.

For More Information.
For more information about privacy protections, you may visit the website of the California Department of Justice, Privacy Enforcement and Protection at www.oag.ca.gov/privacy.

Should you need any further information about this incident, please direct them to Covered California through the appropriate compliance or agent administration inbox at AgentContracts@Covered.Ca.Gov.

Sincerely,

Margaret Porto
Privacy Officer
Enclosure: Breach Help – Consumer Tips from the California Attorney General