



July 22, 2020

ME,

Re: Notice of Data Breach

Dear

We are writing to notify you of an incident that may affect the privacy of some of your information. We take this incident very seriously and are providing you with details of the incident and the resources available to you to help protect your information from possible misuse.

On June 22, 2020, Castlight Health discovered an automated attack using stolen usernames and passwords to attempt to login to multiple services on June 22, 2020. Since your Castlight account used the same login credentials that were compromised, a breach of your Personal Information occurred. We immediately initiated an investigation and performed a diligent review to determine what information may have been impacted as a result of the security incident. As a result of our investigation, we learned that certain personal information was potentially accessed and/or disclosed.

The information that may have been accessed are your email address associated with your Castlight account, the password associated with your Castlight account, your first and last name, accumulator information, health savings account balance, summary level recent claims, health care provider details, and an explanation of your health plan benefits.

Information privacy and security are among our highest priorities. Upon learning of this incident, we took action by:

- Immediately locking your account;
- Initiating a forensics security investigation;
- To the extent applicable, reversing any inappropriate actions completed on your account; and
- Implementing enhanced security monitoring and refining network protections to limit such automated attacks.

Castlight Health maintains strict security measures in place to protect any information in our possession, and we are currently reviewing those security measures in response to this incident to identify and implement any potential enhancements.

What You Can Do

You may wish to take the following steps to protect yourself:

1. If you are concerned about identity theft and would like more information on ways to protect yourself, visit the Federal Trade Commission's Identity Theft website at www.ftc.gov/idtheft.
2. Update your passwords across all services and websites using unique passwords for each service and consider using a password safe or manager to keep track of those unique passwords.
3. In order to regain access to your account you will need to call Castlight Health customer support. The Castlight customer support team will authenticate you and then walk you through the password reset process. We strongly encourage you to implement multi-factor authentication for your Castlight Health account. Please contact customer support at the number listed below.
4. Periodically evaluate your current email addresses to see if your passwords may be exposed in a breach. Useful websites include www.haveibeenpwned.com and www.breachalarm.com.
5. Check your credit reports at annualcreditreport.com from any one of the three major credit bureaus – Equifax, Experian, and TransUnion – and place a fraud alert on your credit report or place a [permanent freeze](#) on your credit report. Their contact information is below:

Equifax: 1-888-548-7878

TransUnion: 1-800-916-8800

Experian: 1-888-397-3742

Once again, we sincerely apologize for any inconvenience that this incident may have caused you. If you wish to receive more information on this matter, please do not hesitate to contact Castlight by:

- Contacting our customer support at 1-888-722-0483 between the hours of 8 a.m. and 9 p.m. EST, Monday to Friday.
- Sending an e-mail message to Support@Castlighthealth.com and for Privacy specific questions to Privacy@Castlighthealth.com.

Sincerely,

Alex Shvartsman

General Counsel

Castlight Health, Inc.