



January 5, 2022

Dear RIPTA Employee,

As you may know, on Thursday, August 5, 2021, the Rhode Island Public Transit Authority (RIPTA) became aware that it was the target of a computer system security incident. RIPTA immediately consulted with security experts to investigate the scope of the security incident.

A careful review and forensic analysis were conducted, and it was discovered that among the compromised files were those pertaining to the State's prior health plan provider. Information for both RIPTA and State employees, who were covered by the health plan administered by the prior provider, were in the file. State employee data was incorrectly shared with RIPTA by an external third party who had responsibility for administering the State's employee health benefits program. The files were illegally obtained from RIPTA's server by an unauthorized third party.

The files reportedly contained plan member names, Social Security numbers, addresses, dates of birth, Medicare identification numbers and qualification information, health plan member identification numbers, claim amounts, and dates of service for which claims were filed for State employees, including RIPTA.

As a result of this finding, RIPTA is taking steps to help protect all of the individuals who may be at risk from this security incident. RIPTA has notified all identified, impacted health plan participants of the compromise via mail and is offering complimentary identity theft protection services through Equifax. Should you need help enrolling in the program, please reach out to our IT Department.

Everyone is encouraged to remain vigilant regarding your information, not only because of this security incident, but because of the identity threats we all face every day. If you notice any unusual activity in any of your accounts, please contact your service provider, such as your bank, as soon as possible. We would like to express our sincerest apologies for any concern or inconvenience resulting from this incident.

RIPTA has established a dedicated call center at 855-604-1668 that is available Monday through Friday (except holidays) from 9 a.m. to 9 p.m., to answer questions.

Sincerely,

A handwritten signature in blue ink that reads "Scott Avedisian".

Scott Avedisian
Chief Executive Officer