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FOR IMMEDIATE RELEASE
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OneTouchPoint, Inc., Data Incident Impacts Medical Mutual Groups

CLEVELAND, Ohio — Members of some Medical Mutual groups have been impacted by a third-party vendor data incident.

OneTouchPoint (OTP) provides printing and mailing services for Medical Mutual's Quit Logix/QuitLine tobacco cessation program, administered by National Jewish Health. Medical Mutual learned on July 26, 2022, that member information may have been impacted by a ransomware attack experienced OTP on April 28, 2022. **The OTP data incident *did not* impact Medical Mutual systems or other member information.**

The OTP incident potentially affected names, addresses, dates of birth and "quit date" goals of Quit Logix/QuitLine participants. This information was used by National Jewish Health to send welcome letters and program information. Social Security numbers, financial information or other medical information were **NOT** disclosed. Medical Mutual will be sending notification letters to impacted members. However, at this time, Medical Mutual has no evidence this information has been used to commit identity theft or fraud.

Medical Mutual is reviewing the facts and circumstances of the OTP data incident, as well as relevant business practices regarding the privacy and security of its members' personal information. As necessary, the company will take appropriate steps to help prevent a similar incident from occurring in the future.

As with any data incident, members are encouraged to remain vigilant and consider taking precautionary measures such as:

- Reviewing personal account statements
- Monitoring free credit reports (www.annualcreditreport.com or 1-877-322-8228)
- Reporting suspicious account activity to the healthcare provider, company or financial institution
- Immediately reporting any fraudulent activity or suspected identity theft to your local law enforcement, state attorney general, and/or the Federal Trade Commission

Members can learn more about identity theft and ways to protect themselves from the Federal Trade Commission at www.ftc.gov/idtheft.

Members with questions about this incident can call our toll-free number at 1-888-824-2583.

About Medical Mutual of Ohio
Founded in 1934, Medical Mutual is the oldest and one of the largest health insurance companies based in Ohio. We provide peace of mind to more than 1.2 million Ohioans through our high-quality health, life, disability, dental, vision and indemnity plans. We offer fully insured and self-funded group coverage, including stop loss, as well as Medicare Advantage, Medicare Supplement and individual plans. Medical Mutual's status as a mutual company means we are owned by our members, not stockholders, so we don't answer to Wall Street analysts or pay dividends to investors. Instead, we focus on developing products and services that allow us to better serve our customers and the communities around us and help our members achieve their best possible health and quality of life. For more information, visit the company's website at MedMutual.com.

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