

## RIbridges Data Breach Letters

### Q&A for Constituent Services

#### **Why am I receiving this letter?**

You are receiving this letter because your personal information was compromised when a cybercriminal breached in the RIBridges system, managed by Deloitte.

#### **How do I get free credit monitoring**

Free credit monitoring will be available for customers impacted by the data breach. Customers who were impacted by the data breach will receive a letter from Experian with further instructions on how to access the service. It is important to know that both impacted adults and children will need to sign up for the service by April 30, 2025. If a child is impacted, an adult has to set up the child's account using the adult and child's information.

#### **What do I do if I think I should get a letter but haven't received one yet?**

If you believe that you applied for or received benefits through RIBridges but did not receive a letter, We ask that you be patient for now. If your address has changed since you were in the system, there may be a delay in receiving your mailing.

The letter gives recipients access to multiple years of free credit monitoring, but you can get a year's worth of free credit monitoring right now by reaching out to one of the three credit rating agencies: Experian, Equifax and Transunion. Their contact information is available on [cyberalert.ri.gov](http://cyberalert.ri.gov).

If you have questions about the breach that are not answered on the [cyberalert.ri.gov](http://cyberalert.ri.gov) webpage, you can call the RIBridges data breach hot line at 833-918-6603. Please know that call center representatives cannot confirm whether a particular name was included in the breach.

#### **What can I do to protect my identity now?**

There are several ways you can protect your information now. These steps have also been outlined on the [cyberalert.ri.gov](http://cyberalert.ri.gov) webpage. Steps to protect your information include freezing your credit; monitoring your credit, requesting a fraud alert; using multi-factor authentication; and being aware of fraudulent threats.

### **Has anybody reported that someone has used information taken in this breach to commit identity theft?**

While there has not been reports of this happening, other cybercriminals use incidents like the RIBridges data breach as an opportunity target people with phishing campaigns or other scams. It's important to stay alert and remain extra cautious when reviewing emails, messages, and links. Look out for signs of phishing in your email inbox, such as unexpected requests, suspicious links, or urgent calls to action. This is why It's also important to take preventative steps to protect your information such as the five steps outlined on [cyberalert.ri.gov](http://cyberalert.ri.gov).

### **Whom do I call for additional questions?**

- Any questions regarding the data breach should be directed to the RIBridges Data Breach Hotline (833-918-6603).
- Questions about benefits can be directed to DHS at 1-855-697-4347.
- Questions about medical coverage through HealthSource RI can be directed to HSRI at 1-855-840-4774.