



The one Texans trust.

Dear Valued Customer,

The Scott & White Health Plan and the Insurance Company of Scott & White understand that privacy of personal financial information is important. This letter has been sent to you for the purpose of explaining our commitment to ensuring your employees' privacy.

In order to be of service to you and your employees, the Scott & White Health Plan and the Insurance Company of Scott & White must collect personal financial information about members that is not available to the general public. We obtain this information from the following sources:

1. Information we receive from them on applications and other forms relating to their coverage; and
2. Information about their transactions with us or with our affiliates.

The Scott & White Health Plan and the Insurance Company of Scott & White restrict access of personal financial information to only those who need to know that information to provide service to you and your employees. We maintain physical, electronic and procedural safeguards that comply with federal and state regulations to protect personal financial information.

We do not disclose any personal financial information about our customers or former customers to anyone, except as permitted by law to administer our services. Those services include, among other things, account administration, processing payments and claims, administering benefits, arranging for care, discussing treatment options with physicians and performing quality reviews.

You do not need to respond to this letter; however, if you have any questions regarding privacy rights, please contact your Account Representative at your local Health Plan office.

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|-----------------------|----------------------------------|
| Bryan/College Station | (979) 268-7947 or (800) 791-8777 |
| Georgetown | (512) 930-6040 or (800) 758-3012 |
| San Angelo | (325) 659-1403 or (888) 642-0786 |
| Temple | (254) 298-3000 or (800) 321-7947 |
| Waco | (254) 756-8000 or (800) 684-7947 |

Sincerely,

Scott & White Health Plan and Insurance Company of Scott & White

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Please visit us at swhp.org