



South Carolina Department of Insurance

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MEDIA ADVISORY

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For Immediate Release

Contact: Ann Roberson
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CONSUMER ALERT

Columbia, SC- Gwendolyn McGriff, Acting Director of the South Carolina Department of Insurance issued the following statement regarding the unauthorized access of Nationwide's computer network.

The South Carolina Department of Insurance was notified by Nationwide Insurance that a portion of Nationwide's computer network was criminally intruded upon by an unidentified perpetrator. Upon discovering the attack, Nationwide took immediate actions to contain the intrusion. We are providing this notice so that consumers can take the steps necessary to protect their personal information. The security breach does not involve the Department's system or any other agency of South Carolina state government. Nationwide officials determined that potentially approximately 12,490 South Carolina members and/or policy holders may have had their personal and private information compromised. It is believed that social security numbers, driver's license numbers and possibly dates of birth may have been retrieved. Nationwide promptly contacted the appropriate law enforcement authorities and they are actively investigating the incident. To minimize the possible negative impact, Nationwide has implemented a plan of correction which includes the following:

- Providing the SC Department of Insurance with evidence of written notice to the members and/or policy holders regarding the improper disclosure of their private and personal information.
- Creating a dedicated toll-free telephone number to answer questions from members and policy holders: The Nationwide Insurance toll-free telephone number is 800-760-1125.
- Offering affected members and applicants free credit monitoring and identity theft protection services from Equifax for at least one year.
- Mailing notification to all affected South Carolina policy holders. The mailings began Friday, November 16, 2012. If you have not received written notification by Friday, November 30, 2012, please contact Nationwide Insurance at the toll-free number listed above.
- Alerting the South Carolina Attorney General of this issue.

This is a serious matter and the Department will be monitoring the investigation by law enforcement authorities. We will continue to survey South Carolina domestic insurers about their data security practices, as this is routinely done as a part of our examination process. Consumers who have questions or concerns may also contact my office at 1-800-768-3467 or 803-737-6180.