



## Your Privacy Is Important To Us

At Capital BlueCross, we are committed to providing you with the highest quality health care products and services. An important part of our commitment is our pledge to protect your nonpublic personal financial information.

### Our Privacy Pledge

Capital BlueCross does not sell member information. We do not disclose your nonpublic personal financial information, except as permitted by law. We do not disclose this information, even when our customer relationships end, except as permitted by law.

### Information We Collect

We collect nonpublic personal financial information about you from the following sources:

- ◆ Applications and other forms provided to us
- ◆ Transactions (such as claims submission and payment) with us, our affiliates, or others
- ◆ Outside sources, such as health care providers, other insurance companies, and federal and state agencies

### How We Protect Your Information

Our policies restrict access of your information to employees who need this information to provide our products and services to you and as permitted by law. We maintain physical, electronic, and procedural safeguards that comply with legal requirements to protect your nonpublic personal financial information.

### Questions

Capital BlueCross also maintains a Notice of Privacy Practices. If you have any questions about our privacy policy or want to receive a copy of our Notice of Privacy Practices, please visit the website or call the Customer Service phone number listed on the back of your ID card.

Health care benefit programs issued or administered by Capital BlueCross and/or its subsidiaries, Capital Advantage Insurance Company®, Capital Advantage Assurance Company® and Keystone Health Plan® Central. Independent licensees of the BlueCross BlueShield Association. Communications issued by Capital BlueCross in its capacity as administrator of programs and provider relations for all companies.