



## Director's Office

One Capitol Hill | Providence, RI 02908 | (401) 222-2280

Jonathan Womer, Director

December 27, 2024

**SENT VIA ELECTRONIC MAIL [PFNeronha@riag.ri.gov]**  
**AND FIRST-CLASS MAIL:**

The Honorable Peter F. Neronha  
Attorney General  
Office of the Rhode Island Attorney General  
150 South Main Street  
Providence, Rhode Island 02903

Dear Attorney General Neronha:

In accordance with R.I. Gen Laws § 11-49.3-4(a)(2)(i), the Rhode Island Department of Administration ("Department") is writing to formally inform you of a recent data breach involving the RIBridges system for the State of Rhode Island ("State"). RIBridges is a system that the State uses to provide benefits, health insurance, and other programs to Rhode Islanders. RIBridges is maintained and operated by Deloitte for the State.

While the investigation into this breach is still ongoing, approximately 650,000 individuals have been identified as potentially having been affected by this data breach. The State intends to distribute individual notifications to affected individuals as soon as possible, but no later than required by R.I. Gen Laws § 11-49.3-4(a)(2). The individual notifications will be sent through U.S. mail, postage pre-paid and, where applicable, will be provided in Spanish or Portuguese.

The individual notifications shall comply with R.I. Gen Laws § 11-49.3-4(d) and will contain the following description of the data breach event:

**What Happened:** On December 5, 2024, the State was informed by its vendor, Deloitte, that information in the RIBridges system may have been illegally accessed. However, the State and Deloitte took steps right away to address the situation. Federal law enforcement, federal agencies and the Rhode Island State Police were notified. On December 10, 2024, it was confirmed that RIBridges was breached and, on December 11, 2024, that personal information was compromised. When and how the initial access happened are still being investigated. As of now, it is estimated that information of approximately 650,000 people may have been accessed.

Additionally, the notice will provide the type of information involved in the data breach:

**What Information was Involved in the Data Breach:** The information that may have been exposed includes names, addresses, dates of birth, social security numbers, banking and financial information, and health information. The type of information may vary for each individual and program.

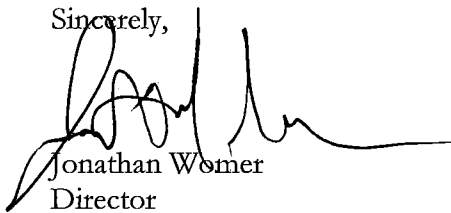
The notification to individuals shall comply with R.I. Gen Laws § 11-49.3-4(d)(5) & (6) and will contain extensive information regarding remediation services and steps that individuals can take to protect their identities.

This information includes the following: Adults receiving the notification will be offered free credit monitoring and identity theft insurance for 5 years, along with identity restoration for life through Experian upon registration. All children under age 18 receiving the notification will receive identity monitoring/scanning services and identity theft insurance for 5 years, along with identity theft restoration for life through Experian upon registration. Activation codes, along with detailed instructions for registering for these monitoring and remediation services are provided. Additionally, contact information for the Rhode Island Attorney General's Office and the Federal Trade Commission is also provided. Information and contact information regarding how to access free credit reports, setting up fraud alerts and credit freezes is also provided. We will provide you with a copy of the State's notice once it is finalized.

The State takes the security of all Rhode Island residents extremely seriously. As such, the State also established a dedicated call center with a toll-free hotline: 833-918-6603. Additionally, a centralized webpage to provide important information regarding this data breach was also created.

We appreciate our partnership with the Attorney General with respect to this matter and we will keep your office apprised of developments. If you have any further questions, please feel free to reach out to me at any time.

Sincerely,



Jonathan Womer  
Director  
Department of Administration

JW/njr

c. Alex Carnevale, Esq., Special Assistant Attorney General