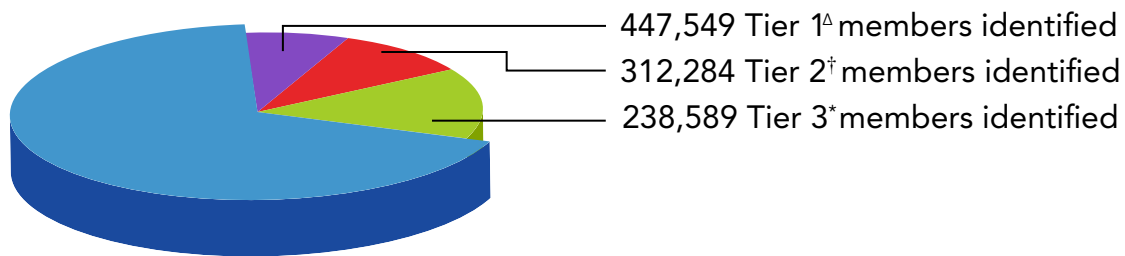


Eastgate Audit and Remediation Activities

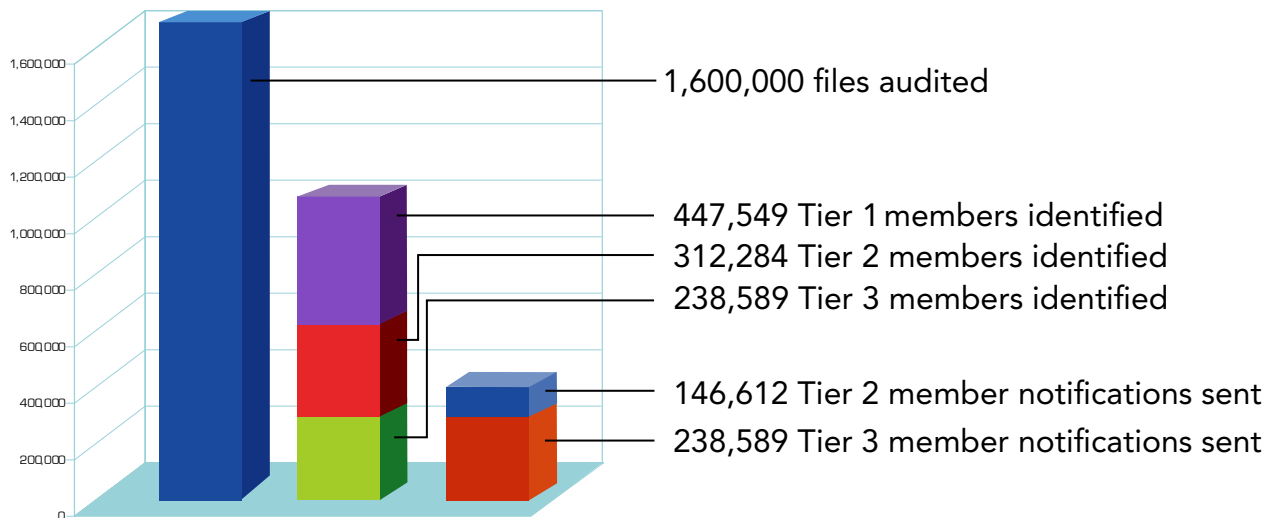
Identified Members (as of April 2, 2010)

3.1 Million Total BlueCross BlueShield of Tennessee Members



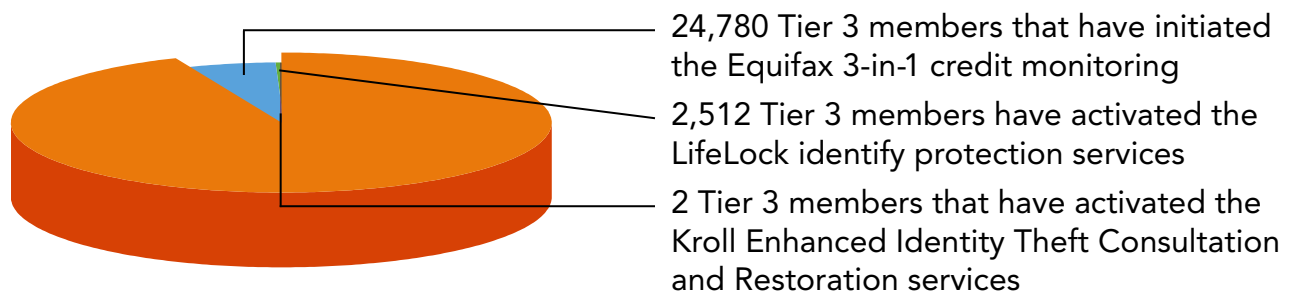
Hard Drive Analysis and Response (as of April 2, 2010)

1.6 Million Total Files



Credit Monitoring and Identity Theft Activation (as of April 2, 2010)

349,902 Member Notifications Sent



^Δ Tier 1 is defined as any member whose name, address, member ID, and/or date of birth was included in the audited files.

[†] Tier 2 is defined as any member whose name, address, member ID, diagnosis and/or date of birth was included in the audited files.

^{*} Tier 3 is defined as any member whose name, address, member ID, diagnosis, social security number and/or date of birth was included in the audited files.