

For brokers and producers only

Date: December 23, 2021

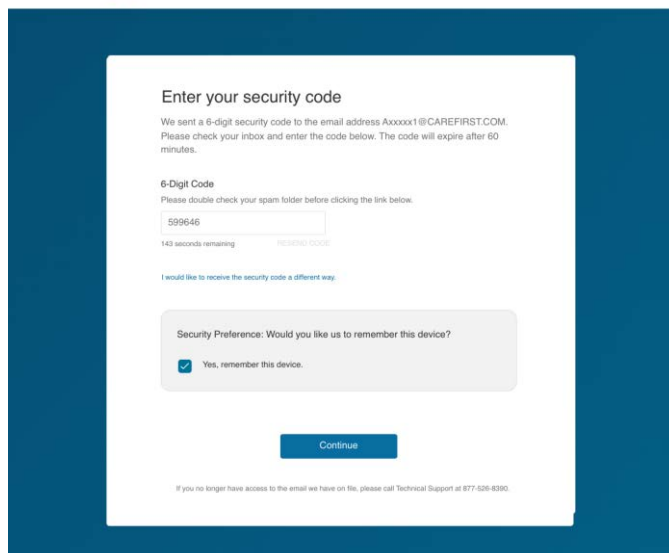
Markets: All

## CareFirst Implements My Account Login Security Enhancements

CareFirst's goal for member login is to maximize security while maintaining the highest user experience possible. As part of the continued optimization of *My Account* registration and login, we've implemented the following member login security enhancements:

- **Updated multi-factor authentication (MFA):** Members will now be able to “remember” their device after they've successfully completed MFA. The previous solution required members to authenticate every login attempt.
- **Added reCAPTCHA:** To detect security risk and identify a bot vs. a human. Based on the security risk detected, members may be presented with a brief test (e.g., “select the images of cars”) to verify identity.

CareFirst 



Enter your security code

We sent a 6-digit security code to the email address Axxxxx1@CAREFIRST.COM. Please check your inbox and enter the code below. The code will expire after 60 minutes.

6-Digit Code

Please double check your spam folder before clicking the link below.

599646

143 seconds remaining RESEND CODE

I would like to receive the security code a different way.

Security Preference: Would you like us to remember this device?

Yes, remember this device.

Continue

If you no longer have access to the email we have on file, please call Technical Support at 877-626-8380.

These member login security enhancements continue our work of optimizing our digital experiences with and for our members. The features are expected to go live by December 23, 2021.

### For more information

If you have any questions, please contact your broker sales representative.