

## NOTICE OF SECURITY INCIDENT

On February 5, 2024, the Prudential Insurance Company of America (“Prudential”) detected unauthorized third-party access to certain Prudential systems and data. Prudential promptly activated its incident response plan and launched an investigation into the nature and scope of the issue with assistance from external cybersecurity experts. Prudential also reported this matter to relevant law enforcement. Prudential’s investigation determined that an unauthorized third party gained access to its network on February 4, 2024, and removed a small percentage of personal information from Prudential’s systems, including certain protected health information (“PHI”) associated with Prudential’s Long-Term Care (“LTC”) products.

Depending on the individual, the types of PHI affected may have included the following: individual’s first and last names, addresses, dates of birth, Social Security numbers, driver’s licenses, phone numbers, and certain medical information including diagnosis and condition information and prescription information provided to Prudential in the course of administering the LTC products.

Prudential took prompt action to contain and eliminate the threat. As part of our response, we have worked with leading cybersecurity experts to confirm that the unauthorized third party was removed from the Prudential network and no longer has access to our systems. We have taken, and will continue to take, proactive measures to protect our systems and data, including enhancing access controls and security protocols, and implementing additional monitoring technologies and procedures, among other actions. As part of these efforts, we have enhanced access controls to help protect customers’ accounts.

Prudential began notifying individuals whose personally identifiable information was affected by this incident on March 29, 2024. While we are not aware of fraud or misuse of personal information resulting from this incident, we are providing affected individuals with 24 months of complimentary credit monitoring as an additional protection. Affected individuals are also advised to take the following additional steps to protect their identity:

- The individual may contact nationwide credit-reporting agencies to place a fraud alert on their file and consider instituting a credit freeze.
- The individual may request and carefully review a free copy of their credit report from the credit-reporting agencies.
- The individual should carefully review all bills, credit card statements, and bank account statements to ensure that all activity is their own, and immediately report any unauthorized charges to your financial institution.
- If any individual suspects or knows that they are the victim of identity theft, they may file a report to law enforcement, the Fraud Department of the FTC, or the Attorney General.

Prudential takes this incident and our responsibility to safeguard personal information extremely seriously. Representatives are available for 90 days from the date of this press release to assist you with questions regarding this incident and can be reached at 866-992-9471, Monday through Friday from 9 a.m. to 7 p.m. Eastern Time.