



We want to share an update regarding TruStage, one of our insurance and financial services partners, and its ongoing recovery from a recent cybersecurity attack that significantly impacted critical technology infrastructure.

TruStage has shared that it continues to make progress through its business continuity efforts and is working toward being operational by mid-August. This means priority processes are expected to be available by mid-August.

TruStage has said its top priorities are honoring commitments and addressing the most pressing needs of partners, members, customers and the people it insures. Progress has been made in areas such as claims reporting, expanded phone support, lending-related payment processes and certain annuity and retirement processes. Some areas may take longer to fully restore because they involve more system dependencies to reconnect before normal operations can safely resume.

We understand that service disruptions can be frustrating, especially when you need help with a claim, policy, payment or other financial matter. Please know that we are staying closely connected with TruStage and will continue to share updates as we receive approved information.

At this time, please continue using the support channels provided below for your specific product or need. If any additional action is needed, we will share approved guidance with you.

If you need assistance, please call 844.958.8910 or visit www.trustage.com/outage/individual. If your question requires information from TruStage, we will help route it through the appropriate support process.

Thank you for your patience and understanding. We remain committed to supporting you and helping ensure you have access to the information and assistance you need.



Talking Points & FAQs

Talking points for conversations with members and insured customers

Talking Points

- TruStage continues to make steady progress in its recovery from the cybersecurity attack, which significantly impacted critical technology infrastructure, and is working toward being operational by mid-August.
- TruStage has sanitized its technology environment and is operating in a clean environment as recovery work continues.
- Some core experiences are stabilizing, including claims reporting and expanded phone support, with additional support being provided through a third-party customer contact center.
- Being operational by mid-August does not mean every system or service will immediately have full functionality. In some cases, temporary workarounds or alternative processes may remain in place while recovery continues.
- In lending-related areas, TruStage is testing processes to support recurring debt protection payments for claims approved before the outage and expects to scale those processes in the coming weeks.
- In wealth-related areas, interim processes are available for several annuity customer needs, and recurring disbursements have been stood up to support retirees and customers who rely on periodic payments.
- Some areas have more system dependencies and may take longer to fully recover. TruStage will continue to share updates as more information becomes available.
- Regarding data, at this stage it would be premature to draw conclusions about the full scope or impact of the incident. TruStage will partner directly with credit unions and other partners if it determines data has been compromised.

Frequently Asked Questions

1. **What should we tell members or customers who ask what happened?**
 - TruStage experienced a cybersecurity attack that significantly impacted critical technology infrastructure and is actively working through a careful recovery process. The company is rebuilding and validating systems before bringing them back online so services can resume safely and reliably.
2. **Does a system coming back online mean everything is fully restored?**
 - Not always. A system may come back online before it has full functionality. In those cases, TruStage may continue to use temporary workarounds or alternative processes to support partners, members, customers and insureds.
3. **What does being operational by mid-August mean?**
 - TruStage is working toward being operational by mid-August. That means priority processes and services are expected to be available through a mix of restored systems, interim processes and alternative support paths. It does not mean every system or service will immediately have full functionality.

Insurance | Financial Services



4. What services are seeing progress?

- Progress is being made across several areas, including claims reporting, phone support, lending-related payment processes and wealth-related annuity and retirement processes. Some recurring disbursements have also been stood up to support retirees and customers who rely on periodic payments.

5. Why are some services taking longer to recover?

- Some platforms have more dependencies across multiple systems. TruStage must rebuild certain components before those services can safely return to normal operations, which means some areas may take longer to fully recover.

6. Is TruStage operating in a clean environment?

- Yes. TruStage stood up a clean, isolated technology environment that is segmented from any systems that were impacted, potentially impacted, or under investigation. This environment was validated by external cybersecurity experts using secure recovery best practices. As TruStage continues its phased recovery of enterprise technology capabilities, restored services and supporting components are subject to established secure recovery standards and validation procedures before being introduced into production workflows.

7. What should we say if members or customers ask whether their data was compromised?

- At this stage it would be premature to draw conclusions about the full scope or impact of the incident. TruStage will partner directly with credit unions and other partners if it determines data has been compromised.

8. Do members or customers need to take any action right now?

- At this time, members and customers should continue using the support channels provided by their credit union, partner or TruStage for their specific product or need. If any additional action is needed, TruStage will work with credit unions and partners to share approved guidance.
- Member or customer support remains available. While customer service representatives are currently unable to access policy or account information, process transactions, or submit requests, members can find answers to common questions in our latest updates and FAQs. For additional assistance, members may call 844.958.8910.

9. Where should members or customers go for help?

- Partners should continue to use the latest approved TruStage guidance and direct members or customers to the appropriate support channels provided for their product or need. If a question cannot be answered with approved information, it should be escalated through the established partner support process.

10. Didn't TruStage have contingency plans for operations as part of their business continuity?

- Yes. TruStage has business continuity plans, and those plans are guiding the response. Because this attack significantly impacted critical technology infrastructure, recovery requires a careful, phased approach that includes rebuilding, validating and safely bringing systems and processes back online.