

# HIGHMARK



## Notice of Data Security Incident

April 24, 2026

Highmark Companies is providing notice regarding a recent cybersecurity incident. Highmark Companies wants to provide impacted individuals with details about the incident and let individuals know that it continues to take significant measures to protect their information.

On or about November 10, 2025, Highmark Companies became aware of unauthorized activity in the network. Upon learning of the issue, we immediately commenced a prompt and thorough investigation. As part of the investigation, Highmark Companies worked very closely with external cybersecurity professionals experienced in handling these types of incidents. After an extensive forensic investigation and comprehensive review of the impacted data, on March 30, 2026, Highmark Companies confirmed the names and addresses of the impacted individuals and the nature of the impacted data.

The type of information potentially involved in the incident includes full names along with one or more of the following: Social Security number, financial account information, driver's license number, passport number, date of birth, digital signature, health insurance information, and credit/debit card number.

Highmark Companies has no evidence that any personal information has been or will be used for identity theft as a direct result of this incident. However, commencing on April 24, 2026, Highmark Companies notified individuals for whom valid mailing address records were available. Notified individuals have been provided with best practices to protect their information, and individuals whose Social Security numbers were potentially involved have been offered complimentary credit monitoring.

Out of an abundance of caution, potentially impacted individuals are encouraged to take steps to protect themselves, such as placing a fraud alert/security freeze on their credit files, obtaining free credit reports, and remaining vigilant in reviewing financial account statements and credit reports for fraudulent or irregular activity on a regular basis.

Highmark Companies is committed to maintaining the privacy of personal information in its possession and has taken many precautions to safeguard it. Highmark Companies continually evaluates and modifies its practices to enhance the security and privacy of the personal information it maintains.

Highmark Companies has also established a call center to address questions from impacted individuals. Representatives are available at 1-800-405-6108. This response line is staffed with professionals familiar with this incident and knowledgeable on what impacted individuals can do to protect against potential misuse of their information. The response line is available Monday through Friday, 8:00 a.m. to 8:00 p.m. EST.

– OTHER IMPORTANT INFORMATION –

**1. Obtain and Monitor Your Credit Report**

Under federal law, you are entitled to one free credit report every 12 months from each of the three major nationwide credit reporting companies. You can obtain a free copy of your credit report by calling **1-877-322-8228**, visiting **www.annualcreditreport.com**, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can access the request form at <https://www.annualcreditreport.com/index.action>. Alternatively, you can elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. The three nationwide credit reporting agencies' contact information are provided below.

***Equifax***

P.O. Box 105069  
Atlanta, GA 30348-5069  
<https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/>  
(800) 525-6285

***Experian***

P.O. Box 9554  
Allen, TX 75013  
<https://www.experian.com/ fraud/center.html>  
(888) 397-3742

***TransUnion***

Fraud Victim Assistance  
Department  
P.O. Box 2000  
Chester, PA 19016-2000  
<https://www.transunion.com/fraud-alerts>  
(800) 680-7289

Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

**2. Placing a Fraud Alert on Your Credit File.**

You can place an initial 1-year “fraud alert” on your credit files, at no charge. An initial fraud alert is free and will stay on your credit file for at least twelve months. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you before establishing any accounts in your name. To place a fraud alert, call any one of the three major credit bureaus at the numbers listed below. As soon as one credit bureau confirms your fraud alert, they will notify the others. Additional information is available at <https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/>.

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**3. Placing a Security Freeze on Your Credit File.**

Following is general information about how to request a security freeze from the three credit reporting agencies at no charge. While we believe this information is accurate, you should contact each agency for the most accurate and up-to-date information. A security freeze prohibits a credit reporting agency from releasing any information from a consumer’s credit report without written authorization. However, please

be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit, mortgages, employment, housing, or other services. There might be additional information required, and as such, to find out more information, please contact the three nationwide credit reporting agencies (contact information provided below). You may place a security freeze on your credit report by contacting all three nationwide credit reporting companies at the numbers below and following the stated directions or by sending a request in writing, by mail, to all three credit reporting companies:

***Equifax Security Freeze***

P.O. Box 105788  
Atlanta, GA 30348-5788  
<https://www.equifax.com/personal/credit-report-services/credit-freeze/>  
(888)-298-0045

***Experian Security Freeze***

P.O. Box 9554  
Allen, TX 75013  
<http://experian.com/freeze>  
e  
(888) 397-3742

***TransUnion Security Freeze***

P.O. Box 160  
Woodlyn, PA 19094  
<https://www.transunion.com/credit-freeze>  
(888) 909-8872

In order to place the security freeze, you will need to supply your name, address, date of birth, Social Security number and other personal information. After receiving your freeze request, each credit reporting company will send you a confirmation letter containing a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

If your personal information has been used to file a false tax return, to open an account or to attempt to open an account in your name or to commit fraud or other crimes against you, you may file a police report in the city in which you currently reside.

**4. Additional Helpful Resources.**

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit report periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Be sure to obtain a copy of the police report, as many creditors will want the information it contains to absolve you of the fraudulent debts. You may also file a complaint with the FTC by contacting them on the web at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft), by phone at 1-877-IDTHEFT (1-877-438-4338), or by mail at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. In addition, you may obtain information from the FTC about fraud alerts and security freezes.