

## UPDATE RELATED TO THE JUNE 2025 SECURITY INCIDENT

Aflac Incorporated ("Aflac") detected a security incident impacting a limited number of Aflac systems within its U.S. business, as [initially disclosed](#) in June 2025. This notice provides up-to-date information on what happened and what we are doing in response, including resources already made available.

### What Happened?

On June 12, 2025, Aflac detected suspicious activity on a limited number of its systems within its U.S. business that prompted it to launch an immediate response with support from third-party cybersecurity experts and to notify federal law enforcement. Importantly, the security incident was contained within hours.

An unauthorized actor obtained personal information from an Aflac system on June 12, 2025. Aflac determined on December 4, 2025 that the files potentially impacted in the security incident likely contained personal information triggering notification under applicable law.

While Aflac has completed a detailed review of the potentially impacted files, it is important to note that we decided early on in our response to quickly provide our customers with support. We did not wait to finalize the review of potentially impacted data to inform our partners and customers about the resources we have made available, including CyEx Medical Shield, which includes credit monitoring, identity theft protection, medical fraud protection, and customer support, for 24 months. These resources were available and continue to remain available to any individuals calling our dedicated call center line. The final deadline to enroll in these resources is April 18, 2026.

### What Information Was Involved?

The review of the potentially impacted files determined personal information associated with customers, beneficiaries, employees, agents, and other individuals related to Aflac was involved. These files included names, contact information, claims information, health information, social security numbers, and/or other personal information. Please note that not every data element is present for every individual.

### What is Aflac Doing?

Following detection of the security incident, Aflac promptly secured accounts identified as potentially impacted and took additional steps including resetting passwords and further monitoring for signs of suspicious activity.

Aflac is offering, free of charge, CyEx Medical Shield, which includes credit monitoring, identity theft protection, medical fraud protection, and customer support, for 24 months. Individuals who previously enrolled in these services following Aflac's earlier communication have active coverage, and no additional enrollment is necessary.

### What To Do

Aflac is not aware of any fraudulent use of personal information as a result of this security incident but nonetheless is informing its customers so that they can take appropriate steps to protect their information. It is always advisable to remain vigilant against attempts at identity theft or fraud, which includes reviewing credit reports, financial accounts, and insurance statements for suspicious activity. If you identify suspicious activity, you should contact the entity that maintains the information on your behalf.

Individuals can call the call center at 1-855-361-0305 to register for the provided resources. The call center is available Monday through Friday from 9:00 a.m. to 9:00 p.m. Eastern Time, and from 9:00 a.m. to 5:30 p.m. Eastern Time on Saturdays, excluding major U.S. holidays.

We take the privacy and security of information seriously, and we are prepared to respond to the evolving cybersecurity threat landscape. We appreciate your patience as we have completed our data review and regret this incident occurred.