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July 11, 2025

***Via Email***

Consumer Protection Division  
Security Breach Notifications  
Office of the Attorney General of Iowa  
1305 E. Walnut Street  
Des Moines, Iowa 50319-0106

**Re: Notice of Security Incident**

To Whom It May Concern:

We write on behalf of Aflac Incorporated, with headquarters at 1932 Wynnton Road, Columbus, Georgia 31999, and its subsidiaries (collectively, "Aflac") to provide you with preliminary notice regarding a recent security incident that impacted a limited number of Aflac systems and for which Aflac anticipates updating your office upon completion of its data review.

On June 12, 2025, Aflac detected suspicious activity on its network that prompted it to launch an immediate response and investigation with support from third-party cybersecurity experts and to notify federal law enforcement. The security incident was contained on the same day it was detected. To date, it appears that an unauthorized actor accessed a limited number of Aflac systems on June 12, 2025, by gaining access to one or more user accounts through social engineering. The unauthorized actor may be affiliated with a known cyber-criminal organization; federal law enforcement and third-party cybersecurity experts have indicated that this group may have been targeting the insurance industry at large.

Aflac has commenced a review of potentially impacted files. It is important to note that this review is in its early stages, and Aflac is unable to determine the total number of impacted Iowa residents until that review is completed. The potentially impacted files may contain claims information, health information, social security numbers, and/or other personal information, related to customers, beneficiaries, employees, agents, and other individuals in Aflac's U.S. business. Not every data element is expected to be present for every individual.

However, Aflac did not wait to finalize its review to provide its customers with support. On June 20, 2025, Aflac issued a press release and Form 8-K regarding the security incident, initiated outreach to various stakeholders, and established a dedicated call center to answer questions from customers. While Aflac works to review the potentially impacted data and determine the specific information involved, any individual who contacts its dedicated call center will be offered CyEx Medical Shield, which includes credit monitoring, identity theft protection, medical fraud protection, and customer support, for 24 months.

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Following detection of the security incident, Aflac promptly locked accounts identified as impacted and took additional steps including resetting passwords and further monitoring for signs of suspicious activity. Aflac is not aware of any fraudulent use of personal information as a result of this security incident. Notification to your office was not delayed as a result of a law enforcement investigation.

Aflac anticipates notifying the major consumer reporting agencies and Iowa residents identified as impacted in accordance with applicable law once it completes its review of the potentially impacted files. Aflac will provide a supplemental report and template individual notification letter to your office around that time.

Please feel free to contact me if you have any questions or require additional information.

Sincerely,

/s/ Paul Otto

Paul Otto  
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