

## Notice of Data Incident

On March 4, 2025, INSXCloud, Inc. (“INSXCloud”) became aware that certain INSXCloud information may be publicly accessible. Upon discovery, we immediately took steps to investigate to confirm the full nature and scope of any potential data impact. Through our investigation, it was confirmed that certain historic data associated with INSXCloud was uploaded to a third-party hosting platform by a former employee without proper authorization to do so. While we are unable to confirm whether the relevant data has been accessible since its original upload, it was determined the information was uploaded to the hosting platform between March 27, 2014 and May 12, 2014. Upon discovery, we immediately contacted the hosting provider to request the removal of this information. The information has since been removed and no longer accessible.

Further, we began a review of the data to identify the information affected and to whom it relates, including associating any identified information with the associated INSXCloud client where applicable. This review process was recently completed and determined the affected data included individuals’ first and last name, email address, date of birth, last 4 digits of Social Security number, and limited insurance related information, such as policy start/end date, carrier name, premium amount, and in limited instances, policy number information. Importantly, full Social Security numbers were not impacted as a result of this matter.

If you have questions about this incident, please call our dedicated assistance line at 1-800-405-6108, Monday through Friday, between 8 AM and 8 PM ET, excluding holidays. You may also write to us at 4040 Embassy Pkwy, Suite 270, Akron, OH 44333.

In general, while this incident did not involve full Social Security number information, we encourage potentially affected individuals to remain vigilant against incidents of identity theft and fraud by reviewing credit reports/account statements and explanation of benefits forms for suspicious activity and to detect errors. Under U.S. law, individuals are entitled to one free credit report annually from each of the three major credit reporting bureaus, TransUnion, Experian, and Equifax. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228.

Individuals have the right to place an initial or extended fraud alert on a credit file at no cost. If individuals are a victim of identity theft, they are entitled to an extended fraud alert lasting seven years. As an alternative to a fraud alert, they have the right to place a credit freeze on a credit report. The credit freeze is designed to prevent credit, loans, and services from being approved without consent. Pursuant to federal law, individuals cannot be charged to place or lift a credit freeze on your credit report. Should individuals wish to place a fraud alert or credit freeze, please contact the three major credit reporting bureaus listed below:

**TransUnion**

1-800-680-7289

[www.transunion.com](http://www.transunion.com)

**Experian**

1-888-397-3742

[www.experian.com](http://www.experian.com)

**Equifax**

1-888-298-0045

[www.equifax.com](http://www.equifax.com)

Individuals can further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps to protect their personal information by contacting the credit reporting bureaus, the Federal Trade Commission (FTC), or their state Attorney General. The FTC also encourages those who discover that their information has been misused to file a complaint with them. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. Instances of known or suspected identity theft should also be reported to law enforcement, the state Attorney General, and the FTC.