MAG Mutual Insurance Company - Notice of Privacy Incident

MAG Mutual Insurance Company ("MAG Mutual") is posting notice of a recent event that may impact the security of information related to certain individuals. Although MAG Mutual presently has no evidence that any potentially impacted information has been used to commit identity theft or fraud, MAG Mutual is providing information about the incident, steps taken since discovering the incident, and resources available to potentially affected individuals to help protect their information from possible misuse, should they feel it is appropriate to do so.

What Happened? On or around April 28, 2026, MAG Mutual became aware of suspicious activity within its computer environment, which MAG Mutual promptly began working to investigate and remediate. MAG Mutual was then alerted to ongoing activity on May 3, 2026. MAG Mutual continued its investigation and response with the assistance of third-party specialists to confirm the full nature and scope of the activity. The investigation determined there was unauthorized access to the environment between April 28, 2026, and May 4, 2026, and that certain files and folders within the network may have been improperly accessed or taken without authorization during that time.

What Information Was Affected? Based on our investigation to date, the information potentially affected may include a combination of certain individuals' names, clinical, demographic, and financial information.

What MAG Mutual is Doing. MAG Mutual takes this incident and the security of information in their care very seriously. Upon becoming aware of this incident, MAG Mutual promptly commenced an investigation to confirm the nature and scope of this incident. As part of MAG Mutual's ongoing commitment to the privacy of information in its care, MAG Mutual is reviewing its policies, procedures and processes to reduce the likelihood of a similar future event. MAG Mutual will also notify applicable regulatory authorities, and impacted individuals where necessary. This notice is being provided by MAG Mutual in accordance with substitute notice requirements of the Health Insurance Portability and Accountability Act ("HIPAA"), as amended by the Health Information Technology for Economic and Clinical Health ("HITECH") Act.

For More Information. If you believe you are potentially impacted by this incident or have additional questions, you may contact MAG Mutual at (888)-289-7022, 9 a.m. – 9 p.m., ET, Monday through Friday, or by mail at PO Box 52979, Atlanta, GA 30355.

What You Can Do. We encourage potentially affected individuals to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your free credit reports for suspicious activity and to detect errors over the next 12 to 24 months. We also recommend they review the Steps You Can Take To Protect Personal Information section of this notice.

Steps You Can Take To Protect Personal Information

Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order a free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. Consumers may also directly contact the three major credit reporting bureaus listed below to request a free copy of their credit report.

Consumers have the right to place an initial or extended "fraud alert" on a credit file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If consumers are the victim of identity theft, they are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should consumers wish to place a fraud alert, please contact any of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a "credit freeze" on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer's express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in a consumer's name without consent. However, consumers should be aware that using a credit freeze to take control over who gets access to the personal and financial information in their credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application they make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, consumers cannot be charged to place or lift a credit freeze on their credit report. To request a credit freeze, individuals may need to provide some or all of the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if they are a victim of identity theft.

Should consumers wish to place a credit freeze or fraud alert, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-		

report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
1-888-298-0045	1-888-397-3742	1-800-916-8800
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

Additional Information

Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps they can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or their state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. Consumers can obtain further information on how to file such a complaint by way of the contact information listed above. Consumers have the right to file a police report if they ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, consumers will likely need to provide some proof that they have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and the relevant state Attorney General. This notice has not been delayed by law enforcement.