

From: [REDACTED]
To: [REDACTED]
Subject: FW: Notice of Data Event
Date: Tuesday, July 21, 2026 2:11:36 PM

[REDACTED], see below.

From: Paylogix Notice <PLGXNotice@notifications.cyberscout.com>
Sent: Monday, July 20, 2026 11:35 AM
To: [REDACTED]
Subject: Notice of Data Event

You don't often get email from plgxnotice@notifications.cyberscout.com. [Learn why this is important](#)

This message originated from OUTSIDE the AFBA network. Stop and think before clicking a link or opening attachments.

no reply
Cyberscout, a TransUnion company

Paylogix Logo



To Whom It May Concern:

Paylogix, LLC ("Paylogix") writes to inform you of an event that may involve certain information associated with your organization. Although there is no indication of any identity theft or fraud as a result of this event, this letter provides information about what happened, our response, and the steps Paylogix is now taking.

In November 2025, Paylogix experienced a network disruption involving certain computer systems and services (the "Event"). In response, Paylogix conducted a thorough investigation and implemented containment measures to stop unauthorized access to the Paylogix network. Paylogix engaged external legal counsel, and began working with a forensic and cybersecurity firm to provide incident response services. This included conducting a privileged forensic investigation to confirm the nature and scope of the Event.

The investigation confirmed that the disruption was the result of a cyber incident and that certain files may have been viewed or copied from the Paylogix network between November 13, 2025 and November 18, 2025. As a result, Paylogix, with the assistance of third-party specialists, undertook a comprehensive and thorough review of the relevant files to determine what information was contained therein and to whom it related. Paylogix then worked to reconcile the results of this review to its internal records to validate the data and determine to which of its customers and/or partners the data related.

Paylogix recently completed the investigation and subsequent review. Based on the data review and reconciliation efforts, you are now being notified because the investigation identified information related to approximately 20,625 individuals associated with 5Star Life Insurance Co.. The types of information associated with these individuals may vary by individual and organization but may include: name, date of birth, Social Security number, financial account number, financial account information, medical information, health insurance information, and voluntary benefit information.

Paylogix takes information security seriously, and we have security measures in place to protect information in our care. Our response to the Event included promptly taking steps to ensure the security of our systems, conducting a diligent investigation, and undertaking a review to determine what information may be involved. We recognize the evolving nature of cybersecurity and have implemented additional technical security measures. We will continue to evaluate and enhance our security posture in the future. We also reported this event to law enforcement. To date, Paylogix is not aware of any publication or wider dissemination of data associated with the Event.

Upon request, Paylogix will securely send you a list of individuals who were identified as being potentially affected and associated with 5Star Life Insurance Co.. To request the list, please email PLGXNotice@TransUnion.com and reference your organization's unique identifier, [REDACTED]

Additionally, Paylogix is taking steps to notify individuals and potentially relevant regulatory bodies regarding this event. Paylogix is mailing written notice of this event to individuals, including those affiliated with 5Star Life Insurance Co., for

whom we have complete address information consistent with applicable state law. Paylogix will provide these individuals with access to complimentary credit monitoring and identity theft protection services. Paylogix will also be providing notice of the event to relevant state regulatory bodies, specifically state attorneys general, consistent with applicable state law. **Please note, Paylogix will not name your organization in the notifications to individuals and regulatory bodies; however, the notices to regulatory bodies will be inclusive of the number of relevant individuals across the entire notification population, including those affiliated with 5Star Life Insurance Co.**

As part of the notification process, Paylogix is taking or has taken the following steps:

- **Individual Notifications.** Paylogix will mail written notification of this event to potentially affected individuals. These notifications will be provided to individuals in substantially the same form as the attached **Exhibit A**. Please note, Paylogix will provide notice to all potentially affected individuals, including those affiliated with your organization, for whom we have complete address information and where required pursuant to applicable state law.
- **Website and Media Notifications.** Paylogix has posted notice of the Event to its website and has issued a notice to media in all 50 U.S. states.
- **Regulatory Notice.** Paylogix will notify state regulatory bodies, specifically state attorneys general, on behalf of its affected customers consistent with applicable state law. Please note, these notifications will not include the name of your organization; however, if a regulatory body asks for the name(s) of the organization(s) notified by Paylogix, responsive information may be provided. Paylogix will **not** be providing notice to any state departments of insurance and/or financial services on behalf of any other organizations.

You may have certain legal duties as a result of this Event. Paylogix is not able to provide your organization with legal advice, counsel, and/or recommendations; however, we are taking the above outlined notification steps on behalf of relevant affected entities. If you have questions regarding your legal obligations in response to this Event, we suggest discussing with your legal counsel.

We value your partnership and are committed to supporting you through this process. To help answer some general questions you may have, we have included some Frequently Asked Questions in the attached **Exhibit B**. Should you have any additional questions, please contact our dedicated assistance line at 1-833-851-9446 from 8:00 a.m. to 8:00 p.m. Eastern Time, Monday through Friday, excluding major U.S. holidays, and reference your organization's unique identifier, [REDACTED]. Based on our anticipated timeline for notifications, we request that you ask any questions you may have prior to August 12, 2026, to ensure that we can address them prior to notifications being sent to individuals.

Sincerely,

Paylogix, LLC

EXHIBIT A

CONFIDENTIAL – DRAFT – DO NOT DISSEMINATE

Paylogix, LLC

<<Return Mail Address>>

<<City>>, <<State>> <<ZipCode>>

<<FirstName>> <<LastName>>

<<Address1>>

<<Address2>>

<<City>>, <<State>> <<PostalCode+4>>

<<Country>>

Paylogix Logo



[Date]

<<Custom Field 1>>¹

Dear <<FirstName>> <<LastName>>:

Paylogix, LLC ("Paylogix") is a software as a service ("SaaS") provider for various insurance providers. We are writing to inform you of an event that might affect some of your information. Although we are unaware of any identity theft or fraud in relation to the event, this notice provides information about what happened, our response, and additional measures you can take to help protect your information, should you feel it appropriate to do so. We likely have your information because our services were used during the enrollment process for your employee benefits at a current or former employer.

What Happened? In November 2025, Paylogix experienced a network disruption involving certain computer systems and services. In response, we promptly took steps to confirm the security of our systems and began a thorough investigation to determine the nature and scope of the event. The investigation confirmed that the disruption was the result of a cyber incident and that certain files may have been viewed or taken from the Paylogix network between November 13, 2025 and November 18, 2025. As a result, we undertook a comprehensive and thorough review of the relevant files to determine what information was present and to whom it related. We then worked to reconcile the records, identify with which of our customers the records were affiliated and notify those customers. We recently completed this process and notified the relevant customers on or around July 20, 2026. You are receiving this letter because your information was found in the relevant files.

What Information Was Involved? Based on our review, we determined that the relevant files contained your: <<Exposed Data Elements>>.

What We Are Doing. Our response to this event included promptly taking steps to ensure the security of our systems, conducting a diligent investigation, and undertaking a review to determine what information may be involved. We recognize the evolving nature of cybersecurity and have implemented additional technical security measures. We will continue to evaluate and enhance our security posture in the future. We also reported this event to law enforcement.

As an added precaution, we are offering you immediate access to complimentary credit monitoring and identity theft protection services for <<Service Length>>² through Cyberscout, a TransUnion company. You can find information on how to enroll in these services in the enclosed *STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION*. We encourage you to consider enrolling in these services as we are not able to do so on your behalf.

What You Can Do. We encourage you 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. You can review the enclosed *STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION* to learn helpful tips on steps you can take to protect against possible information misuse, should you feel it appropriate to do so. You may also enroll in the complimentary monitoring services that we are offering to you.

For More Information. We understand that you may have questions about this event that are not addressed in this letter. If you have additional questions, please contact our dedicated assistance line at [Call Center Number] from 8:00 a.m. to 8:00 p.m. Eastern Time, Monday through Friday, excluding major U.S. holidays.

Sincerely,

Paylogix, LLC

¹ This field will populate with "Notice of Data Breach" for all California residents. Otherwise, it will not populate.

² Residents of Connecticut, the District of Columbia, and Massachusetts will be offered twenty-four (24) months. All other individuals will be offered twelve (12) months.

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

Enroll in Monitoring Services

To enroll in Credit Monitoring services at no charge, please log on to <https://bfs.cyberscout.com/activate> and follow the instructions provided. When prompted please provide the following unique code to receive services: <<UniqueCode>>

In order for you to receive the monitoring services described above, you must enroll within ninety (90) days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under eighteen (18) years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

Monitor Your Accounts

Under U.S. law, a consumer is entitled to one (1) free credit report annually from each of the three (3) major credit reporting bureaus: Equifax, Experian, and TransUnion. To order a free credit report, visit <https://www.annualcreditreport.com> or call, toll-free, 1 (877) 322-8228. Consumers may also directly contact the three (3) 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 (1) 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 (7) years. Should consumers wish to place a fraud alert, please contact any of the three (3) 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 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 (2) to five (5) 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 (3) 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/data-breach-help/
1 (888) 298-0045	1 (888) 397-3742	1 (833) 799-5355
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 their 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; <https://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, the relevant state Attorney General, and the Federal Trade Commission. This notice has not been delayed by law enforcement.

For District of Columbia residents, the District of Columbia Attorney General may be contacted at: 400 6th Street, NW, Washington, D.C. 20001; (202) 442-9828; and <https://oag.dc.gov>. Paylogix is located at 1025 Old Country Road, Suite 310, Westbury, New York 11590.

For Maryland residents, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-576-6300 or 1-888-743-0023; and <https://oag.maryland.gov>. Paylogix is located at 1025 Old Country Road, Suite 310, Westbury, New York 11590 and its website may be found at <https://www.paylogix.com>.

For New Mexico residents, consumers have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in their credit file has been used against them, the right to know what is in their credit file, the right to ask for their credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting bureaus must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to consumers' files is limited; consumers must give consent for credit reports to be provided to employers; consumers may limit "prescreened" offers of credit and insurance based on information in their credit report; and consumers may seek damages from violators. Consumers may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active-duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage consumers to review their rights pursuant to the Fair Credit Reporting Act by visiting https://www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

For New York residents, the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1 (800) 771-7755; or <https://ag.ny.gov>.

For North Carolina residents, the North Carolina Attorney General may be contacted at: 9001 Mail Service Center,

Raleigh, NC 27699-9001; 1 (877) 566-7226 or 1 (919) 716-6000; and <https://www.ncdoj.gov>. For Rhode Island residents, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; <https://www.riag.ri.gov>; and 1 (401) 274-4400. Under Rhode Island law, individuals have the right to obtain any police report filed in regard to this event. There are approximately [number (#)] Rhode Island residents that may be impacted by this event.

EXHIBIT B

**CONFIDENTIAL
DO NOT DISSEMINATE**

Frequently Asked Questions

1. WHY DID IT TAKE SO LONG TO NOTIFY ME?

Upon becoming aware of the event, Paylogix immediately took steps to confirm the security of its network and to determine what information was potentially in scope. Once the full extent of the data in scope was identified, Paylogix worked with third-party specialists to conduct a comprehensive review of the data, validate and enrich the data where necessary, and attribute the information to Paylogix' individuals, customers and business partners. Following the conclusion of this exercise, Paylogix was able to effect notice appropriately and notified you as soon as it was able to do so.

2. WHEN WILL INDIVIDUALS BE NOTIFIED?

Paylogix is partnering with a leading notification vendor that specializes in data event notification and call center support. Based on the timeline provided by the vendor, we anticipate that notification will be sent to individuals beginning on or around August 14, 2026.

3. CAN I MAKE CHANGES TO THE NOTIFICATION LETTERS TO INDIVIDUALS, CUSTOMIZE NOTICE TO MY MEMBERS/EMPLOYEES, AND/OR REMOVE MY MEMBERS/EMPLOYEES FROM NOTICE?

Paylogix' priority is to provide notification of this event directly to all potentially affected individuals as quickly as possible. In light of the timeline for individual notifications, and the complexity of the notification exercise, Paylogix is not able to customize or revise the individual notification letters, nor customize the notification plan as outlined in the attached notification letter. While Paylogix cannot provide your organization with legal advice, nor comment on the specific legal frameworks that may apply to your organization, the content of the letter has been designed to address potentially applicable state content requirements. Please note that notifications to individuals will not name your organization.

4. WHAT ARE YOU OFFERING INDIVIDUALS?

Paylogix is mailing written notice of this event to individuals whose information was identified as being potentially in scope, including those affiliated with your organization, where complete address information is available. This notice will include contact information for a dedicated assistance line that individuals may call with questions. Paylogix will also provide notified individuals with access to complimentary U.S. credit monitoring and identity theft protection services for twelve (12) months. This offer will be modified to twenty-four (24) months for individuals residing in states where the legally required term for credit monitoring services is more than twelve (12) months.

5. IS PAYLOGIX NOTIFYING THE MEDIA AND/OR PROVIDING NOTICE ON ITS WEBSITE?

Yes, notice of this event is posted to Paylogix website. Paylogix also issued a 50-state media notice of this event.

6. ARE YOU NOTIFYING U.S. STATE AND FEDERAL PRIVACY REGULATORS?

Paylogix will be notifying relevant state regulatory agencies, specifically state attorneys general, on behalf of relevant data owners, consistent with applicable state law. Please note, these notifications will not include the name of your organization; however, if a regulatory body asks for the name(s) of the organization(s) notified by Paylogix, responsive information may be provided. Paylogix will not be providing notice to any state departments of insurance and/or financial services on behalf of any other organizations. Paylogix has notified certain insurance industry regulators on its own behalf. Paylogix is not providing notice to any federal regulatory bodies.

7. ARE THESE ALL THE INDIVIDUALS ASSOCIATED WITH MY ORGANIZATION? / I DO NOT RECOGNIZE SOME OF THE INDIVIDUALS CONTAINED WITHIN MY LIST / IS THIS THE COMPLETE LIST OF INDIVIDUALS?

Paylogix, with the assistance of third-party specialists, undertook a comprehensive review of the files involved to determine whether and what personal information was potentially impacted as a result of the event. As part of this review, the third-party specialists leveraged contextual information within the files involved, as well as additional information provided by Paylogix to attribute the identified information and related data subjects to the associated

organization. Once provided with the raw results of this review, Paylogix completed extensive validation and data reconciliation tasks. These tasks included verifying and enriching the raw results, ensuring accurate attribution of potentially involved individuals, so far as possible based on the information available. Where Paylogix was not able to attribute individuals to a specific data owner, these individuals will still be notified in line with U.S. state law, so far as address information is available.