CNA Center
151 North Franklin Street
Chicago, IL 60606
cna.com

May 12, 2021

SECURITY INCIDENT UPDATE

We continue to progress our investigation into this incident, in partnership with the third-party forensic experts working to assist CNA. We are pleased that in a short time since the ransomware event, we are now operating in a fully restored state.

Investigation Update

We have been working diligently with our third-party experts to determine what happened during the course of this attack. Although our investigation is ongoing, at this point we can share the below information:

- CNA's forensic investigation and root cause determination have revealed no indication that this was a targeted attack or that CNA or policyholder data was specifically targeted by the Threat Actor.
- On March 21, 2021, as previously shared, we detected the ransomware and took immediate action by proactively disconnecting our systems from our network to contain the threat and prevent additional systems from being affected.
- Additionally, all attacker activity happened in March 2021 and prior to March 21, specifically.
- As a result of our efforts, we are confident that the Threat Actor has not accessed the CNA environment since the ransomware event.
- We have no evidence to indicate that external customers were potentially at risk of infection due to the incident.

Restoration Update

CNA is fully restored, and we are operating business as usual. Our IT teams and third-party partners have worked hard to restore business operability. The secure restoration process was conducted system-by-system in a multi-phased approach but generally consisted of:

- Deploying an advanced endpoint detection and monitoring tool on newly restored systems,
- Scanning the systems for indicators of compromise,
- Remediating any identified indicators of compromise, and
- Validating that systems were clean by conducting additional scans before they were brought back online.

Data Review

Our investigation identified the scope of impacted data in the incident, as well as the servers on which the data resided. We are reviewing the impacted data to determine the contents using both technology and a manual review. We will continue to work quickly and diligently so that we may assess our legal obligations, including any notification obligations to policyholders and impacted individuals. At this time, we can say the following:

- Such determinations will be made once the data is further analyzed and CNA is in a position to say what, if any, policyholder or personal data was impacted.
- We do not believe that the Systems of Record, claims systems, or underwriting systems, where the majority of policyholder data – including policy terms and coverage limits – is stored, were impacted.

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- Importantly, CNA has been conducting dark web scans and searches for CNA-related information and at this time, we do not have any evidence that data related to this attack is being shared or misused.

We thank our stakeholders for their continued trust in CNA and will continue to share updates, as appropriate. For further questions about this incident, please e-mail our incident response team at: agent-brokerinquiries@cna.com.