



CNA Center  
151 North Franklin Street  
Chicago, IL 60606  
[cna.com](http://cna.com)

July 9, 2021

## **FORMAL NOTICE OF CYBERSECURITY INCIDENT**

On July 9, CNA Financial Corporation (“CNA”) announced that it had concluded its forensic investigation into the March 2021 ransomware attack it sustained.

CNA has been working closely with our external partners to recover data obtained by the threat actor and investigate the data itself. That investigation has now concluded. As part of that process, CNA is providing this update as a substitute notice to affected individuals for whom we have no contact information.

### ***What Happened***

On March 21, 2021, CNA discovered that it sustained a sophisticated ransomware attack. Once the incident was discovered, CNA immediately retained leading cybersecurity firms to assist in responding and help conduct a thorough investigation of the incident.

The investigation revealed that the threat actor accessed certain CNA systems at various times from March 5, 2021 to March 21, 2021. During this time period, the threat actor copied a limited amount of information before deploying the ransomware. However, CNA was able to quickly recover that information and there was no indication that the data was viewed, retained or shared. Therefore, there is no reason to suspect the information has or will be misused, or that there is any risk of harm to individuals resulting from this incident.

As an added assurance, the Company is providing notice of the incident to individuals based on the personal information in the temporarily obtained data.

### ***What Information Was Involved***

Having recovered the information, we have now completed our review of that information and have determined it contained some personal information including name, Social Security number and in some instances, information related to health benefits for certain individuals. The majority of individuals being notified are current and former employees, contract workers and their dependents.

Additionally, our investigation focused on the personal information which is the subject of data notification laws. Our forensic investigation revealed no indication that CNA or its policyholder data was specifically targeted by this threat actor.

### ***What We Are Doing***

CNA immediately reported the incident to, and is working closely with, the appropriate law enforcement authorities, including the FBI. Additionally, since the incident, we have implemented numerous additional measures designed to enhance the security of our network, systems, and data.

### ***What Individuals Can Do***

Please review the “Information About Identity Theft Protection” reference guide, linked here: <https://www.consumer.ftc.gov/features/feature-0014-identity-theft>, which describes additional steps individuals may take to help protect themselves, including recommendations from the Federal Trade



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Commission regarding identity theft protection and details regarding placing a fraud alert or a security freeze on your credit file.

As an added precaution, CNA is partnering with Experian and offering 24 months of complimentary credit monitoring services or alternative web monitoring services for those in impacted regions whose information was contained within the temporarily obtained data. This product provides them with superior identity detection and resolution of identity theft.

***For More Information***

For individuals in the U.S., please call (833) 671-0412.

Agents, brokers and clients should direct inquiries to [agent-brokerinquiries@cna.com](mailto:agent-brokerinquiries@cna.com).