



April 1, 2021

SECURITY INCIDENT UPDATE

Our investigation into this incident has been following a phased approach – containment, remediation, restoration, a forensic examination, and a thorough data review process. We have also activated our business continuity plans to ensure our stakeholders are supported throughout our ongoing investigation.

CNA continues to do business with all of its valued partners, and we want to confirm:

- It is safe to conduct business with CNA.
- It is safe to communicate with CNA via email.

CNA has reestablished email functionality which is protected by multi-factor authentication and a security platform to help detect and block email threats.

Based on our forensic investigation to-date, our forensic experts have confirmed that the malware used by the Threat Actor in the CNA environment, including the ransomware, does not contain the ability to automatically spread to any internal or external systems. Also, additional security software has been deployed in the CNA environment.

Incident Overview

- On March 21, 2021, CNA sustained a sophisticated ransomware attack.
- Upon learning of the incident, we immediately launched an investigation to determine the full scope of the incident, and a team of third-party forensic experts was engaged to assist in the investigation, which is ongoing.
- We have alerted law enforcement and are continuing to support them as they conduct their own investigation into the incident.

Containment & Remediation

- We took immediate action by proactively disconnecting our systems from our network to contain the threat and prevent additional systems from being affected.
- Our team deployed additional endpoint detection and monitoring tools for an added layer of security and visibility across our network.
- We remain in regular communication with our regulators, clients, brokers, and agents about this process.
- We expect that there will be a number of other remediation and infrastructure enhancements.

Restoration

- While our investigation is ongoing, we are confident that the attack has now been successfully contained.
- We are working as diligently and as quickly as possible to fully resume normal operations.
- Once our investigation is complete, we will notify any impacted parties as appropriate.

For further questions about this incident, please e-mail our incident response team at: agent-brokerinquiries@cna.com