



CNA Center
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cna.com

April 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, while significantly advancing the safe restoration of our systems.

Investigation Update

As we have previously shared, our forensic investigators have confirmed that the incident has been contained, there is no evidence that the Threat Actor has been active in the CNA environment since the ransomware event, and endpoint detection and monitoring tools have been deployed throughout the environment.

It is safe to communicate with CNA via email and there is no evidence to indicate that external customers are potentially at risk of infection or cross-contamination by either the malware or the Threat Actor due to this incident.

Restoration Update

We continue to make significant progress in restoring critical systems as well as connectivity between our employees and external stakeholders. Specifically, in the past several days we have:

- Deployed endpoint detection and monitoring tools throughout the environment and restored email connectivity for CNA employees through Microsoft Office 365;
- Restored VPN access for CNA employees, which will provide additional connectivity to applications and other systems as they are safely restored; and
- Brought our corporate website and CNAsurety.com back online.

We are working to bring additional systems online.

Next Steps

We want to stress that our investigation into this incident is ongoing. As we work to complete restoration, we are simultaneously working with our forensic team to determine the full scope of the cyber-attack. A forensic investigation and cyber review take time. We are leveraging a rigorous validation process using both technology and a manual review. We are committed to updating our stakeholders and to keeping you informed. Should we determine that this incident impacted personal data or our policyholders' data, we will notify those parties directly.

Thank you for your continued patience as we work to safely restore CNA systems and understand the full scope of this incident. For further questions about this incident, please e-mail our incident response team at: agent-brokerinquiries@cna.com.