



## HUMANA PROVIDES NOTICE OF PRIVACY INCIDENT

### Background

Humana is providing notice of an event that involved personal information. We are providing information about the event, our response to it, and steps individuals can take to further protect themselves should they feel it appropriate to do so.

### What Happened?

On September 29, 2025, Humana learned of unauthorized access to certain Humana's internal systems in August of 2025 caused by a vendor's software vulnerability. We quickly began an investigation and took steps to contain the incident and further enhance our security safeguards. It took some time to review affected files and what information was in them.

### What Information Was Involved?

Information varied by individual, but included names, Humana Identification or other patient account numbers, Social Security number, medical billing / claims information, dates of service, provider names and other health insurance information.

### What is Humana Doing?

As soon as Humana learned about the problem, the company worked with the vendor to address the vulnerability and notified law enforcement. We are providing this notice so that individuals can decide if they want to take any steps to further protect their information. We monitor Humana member claims for suspicious activity.

### What Individuals Can Do

Regulatory guidance recommends that individuals remain vigilant and review accounts for suspicious activity. For example, it is always beneficial to review: Explanation of Benefit (EOB) letters, SmartSummary statements, medical records, account statement and credit reports. If an individual finds unfamiliar activity on statements they receive from Humana, they should notify the Company immediately. Individuals should also review the information included below for additional tips and best practices on protecting yourself from identity theft.

### For More Information

Individuals that have questions regarding this incident can contact Humana by email at [privacyoffice@humana.com](mailto:privacyoffice@humana.com) or by calling the following numbers Monday – Friday, 8 a.m. – 8 p.m., Eastern time.

- Current or former Humana members: **800-457-4708**
- Current or former Humana employees, providers or vendors: **844-330-1017**
- Individuals with a speech or hearing impairment that use a TTY can call **800-648-6056**.

### Media Contact:

Mark Taylor – Humana Corporate Communications; [MTaylor108@humana.com](mailto:MTaylor108@humana.com)

## Recommended Steps to Help Protect Your Information

You are advised to report any suspicious activity on your credit report or other suspected identity theft to law enforcement. Call your local police office to file a report for identity theft and get a copy of the report. You have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

In addition, the Federal Trade Commission suggests the following:

1. **Fraud Alert.** Contact the toll-free number of any of the three consumer reporting companies below to place a fraud alert on your file. You only need to contact one of the three companies to place an alert. The company you call is required to contact the other two companies. A fraud alert tells creditors to follow certain procedures, including contacting you before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you but delay you when you seek to obtain credit. Under federal law, you may place a fraud alert on your file free of charge.

<b>Equifax</b> P.O. Box 740256 Atlanta, GA 30348  <b>1-800-685-1111</b> www.equifax.com	<b>Experian</b> P.O. Box 4500 Allen, TX 75013 <b>1-888-EXPERIAN or</b> <b>1-888-397-3742</b> www.experian.com	<b>TransUnion</b> P.O. Box 2000 Chester, PA 19016  <b>1-800-916-8800</b> www.transunion.com
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2. **Free Credit Report.** You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit-reporting agencies. To order your annual free credit report please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1- 877-322-8228. Even if you do not find any signs of fraud on your credit reports, experts in identity theft recommend you check your credit reports every three months for the next year.

You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov)) to: Annual Credit Report Request Services, P.O. Box 105281, Atlanta, GA 30348-5281.

**For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents:** You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

**Contact the Federal Trade Commission and your state Attorney General.** If you believe you are the victim of identity theft or your personal information has been misused, you can contact the Attorney General's Office in your home state and/or the Federal Trade Commission at 1- 877-ID-THEFT, (1-877-438-4338) or by visiting the Federal Trade Commission website at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) or write Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

**For residents of Maryland:** You may also obtain information about identity theft prevention from the:

**Maryland Office of the Attorney General**  
Consumer Protection Division  
200 St. Paul Place, Baltimore, MD 21202  
1-888-743-0023, <https://oag.maryland.gov/>

**For residents of North Carolina:** You may also obtain information about identity theft prevention from the:

**North Carolina Attorney General's Office**  
Consumer Protection Division 9001 Mail Service Center Raleigh, NC 27699-9001  
1-877-5-NO-SCAM, [www.ncdoj.gov](http://www.ncdoj.gov)

**For residents of Rhode Island:** You may also obtain information about identity theft prevention from the:

**Office of the Rhode Island Attorney General**  
Consumer Protection Unit 150 South Main Street  
Providence, Rhode Island 02903  
(401) 274-4400, [consumers@riag.ri.gov](mailto:consumers@riag.ri.gov)

**For residents of the District of Columbia:** You may also obtain information about identity theft prevention from the:

**Office of the Attorney General**  
Office of Consumer Protection  
441 4th Street, NW  
Washington, DC 20001  
[consumer.protection@dc.gov](mailto:consumer.protection@dc.gov)

**Security Freeze:** You may also place a security freeze on your credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. Under federal law, you cannot be charged to place, lift, or remove a security freeze.

You must place your request for a freeze with each of the three major consumer reporting agencies: Equifax ([www.equifax.com](http://www.equifax.com)); Experian ([www.experian.com](http://www.experian.com)); and TransUnion ([www.transunion.com](http://www.transunion.com)). To place a security freeze on your credit report, you may send a written request by regular, certified or overnight mail to Equifax, Experian and TransUnion at the addresses above. You may also place a security freeze through each of the consumer reporting agencies' websites or over the phone, using the contact information above.

In order to request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. Social Security Card, pay stub, or W2;
8. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

The credit reporting agencies have one (1) to three (3) business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password (or both) that can be used by you to authorize the removal or lifting of the security freeze. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (including name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze, as well as the identities of those entities or individuals you would like to receive your credit report. You may also temporarily lift a security freeze for a specified period of time rather than for a specific entity or individual, using the same contact information above. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for request made by mail) after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (name, address, and social security

number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for requests made by mail) after receiving your request to remove the security freeze.