



Socure Inc.

885 Tahoe Blvd Suite 1

Incline Village, NV 89451

Mar 31, 2026

Re: Notice of Data Security Incident Involving a Vendor

Dear [First Name] [Last Name],

We are writing to inform you of a data security incident involving one of Socure's service providers, Navia Benefit Solutions, Inc. ("**Navia**"), which provides certain employee benefits services.

Socure offers FSA, HSA, and commuter benefits through Navia for eligible employees.

This notice is being provided consistent with applicable federal and state requirements, including the Health Insurance Portability and Accountability Act ("**HIPAA**"), as the information involved may include protected health information. We are providing this notice as soon as practicable and without unreasonable delay.

What Happened

Navia recently notified Socure of a data security incident affecting its systems. According to Navia, on January 23, 2026, it identified activity requiring investigation and initiated an investigation.

Navia has informed us that an unauthorized actor accessed certain systems and may have acquired data between December 22, 2025 and January 15, 2026.

What Information Was Involved

The information potentially involved varies by individual but may include:

- Name
- Social Security number
- Date of birth
- Contact information
- Health plan information

At this time, Navia has indicated that it is not aware of any confirmed misuse of the information.

What Navia Is Doing

Navia has advised that it has:

- Conducted an investigation
- Implemented additional safeguards



- Notified affected individuals
- Arranged for free credit monitoring and identity protection services

Navia is responsible for providing notices to affected individuals and services related to this incident. Please refer to Navia's separate notice for complete details, including enrollment instructions. **If you do not receive a notice from Navia, please contact Socure using the information below.**

What You Can Do

We recommend that you follow the guidance provided in Navia's notice, including enrolling in any offered services and monitoring your accounts and credit reports for suspicious activity. We encourage you to remain vigilant against incidents of identity theft and fraud.

You may obtain a free credit report at:

www.annualcreditreport.com

or by calling 1-877-322-8228

You have the right to place a fraud alert or credit freeze on your credit file at no cost. A credit freeze prevents new credit from being opened in your name without your authorization.

You may also have the right to obtain a police report if you are a victim of identity theft.

For More Information

If you have questions regarding Navia's services, please contact Navia:

707 South Grady Way, Suite 350, Renton, WA 98057

(844) 443-1645, Monday through Friday from 9:00 a.m. to 6:30 p.m. Eastern Time

If you did not receive a notice from Navia, or if you have questions about this incident, you may contact Socure:

Socure Contact Information:

peopleopshelpdesk@socure.com

(775) 258-9992

Additional Information

Consumer Reporting Agencies

Equifax – www.equifax.com – 1-888-298-0045

Experian – www.experian.com – 1-888-397-3742

TransUnion – www.transunion.com – 1-833-799-3555

Federal Trade Commission



600 Pennsylvania Ave, NW
Washington, D.C. 20580
www.identitytheft.gov
1-877-438-4338

**Department of Health and Human Services
Office for Civil Rights**

200 Independence Avenue, S.W.
Washington, D.C. 20201
1-800-368-1019
www.hhs.gov/ocr/privacy/hipaa/complaints/

State-Specific Information

California Residents:

California Attorney General
<https://oag.ca.gov/privacy>

Connecticut Residents:

You may contact the Connecticut Attorney General to learn more about identity theft protection.
165 Capitol Avenue, Hartford, CT 06106
1-860-808-5318
<https://portal.ct.gov/ag>

Indiana Residents:

Indiana Attorney General
www.in.gov/attorneygeneral

New Jersey Residents:

You may obtain information about preventing identity theft from the New Jersey Division of Consumer Affairs:
www.njconsumeraffairs.gov

New York Residents:

New York Attorney General
The Capitol Albany NY 12224-0341
1-800-771-7755
www.ag.ny.gov



North Carolina Residents:

North Carolina Attorney General
<https://ncdoj.gov/>

Maryland Residents:

Maryland Attorney General
200 St. Paul Place, Baltimore, MD 21202
1-410-576-6300
www.marylandattorneygeneral.gov

Massachusetts Residents:

Under Massachusetts law, 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. You may also contact the Massachusetts Attorney General's office.

1 Ashburton Place, Boston, MA 02108
1-617-727-8400
<https://www.mass.gov/orgs/office-of-the-attorney-general>

Sincerely,
Socure Inc.