

May 18, 2026

[Employee Name]

[Address]

Re: Important Notice Regarding Prudential Voluntary Life Insurance Enrollment Letter

Dear [Employee Name]:

GetixHealth is writing to notify you about an issue involving a Prudential voluntary life insurance welcome letter mailed in April 2026. This letter supplements the email we sent regarding this issue on April 27, 2026.

What Happened?

In January 2026, GetixHealth prepared a spreadsheet containing information relating to employees enrolled in Prudential voluntary life insurance coverage as of January 1, 2026. During the preparation and review process, a formatting error caused certain employee information to become misaligned within the document.

The affected spreadsheet was provided to Prudential for purposes of generating and mailing enrollment-related insurance information letters. On or about April 10, 2026, Prudential mailed letters generated from the affected file.

On or about April 20, 2026, GetixHealth became aware that some letters may have contained information relating to another employee and promptly initiated an internal investigation and remediation process.

What Information Was Involved?

The information that may have been included in the affected letters consisted of another employee's:

- name;
- date of birth; and
- Prudential voluntary life insurance coverage and premium information.

This issue did not involve Social Security numbers, driver's license numbers, financial account information, payment card information, access credentials, medical information, or protected health information.

In addition, this issue did not affect the accuracy or integrity of employee information maintained within Prudential's insurance administration systems.

What We Are Doing



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GetixHealth investigated the matter, identified affected individuals, halted further mailings relating to the affected file, and reviewed and reinforced internal verification and quality-control procedures relating to data preparation and transmission.

No incidents of misuse have been identified to date.

What You Can Do

We encourage you to review insurance-related correspondence carefully and promptly report any suspected unauthorized activity relating to your Prudential benefits account.

For More Information

We regret this incident and any concern or inconvenience it may have caused. If you have questions or concerns regarding this matter, please contact benefits@getixhealth.com.

Sincerely,

Eric Klenk
Vice President of Human Resources