

Media Notice – WASHINGTON STATE

For Immediate Release

TELUS Digital Notifies Individuals of Data Security Incident Affecting Limited Personal Information

Las Vegas, Nevada (April 17, 2026) – TELUS International AI Inc. (“TELUS Digital”) is notifying individuals of a data security incident that may have impacted certain limited personal information. On March 18, 2026, TELUS Digital learned that personal information of certain participants who have participated in research studies or provided services to TELUS Digital were contained within documents obtained from its systems by an unauthorized third party. This information was identified as part of its ongoing investigation into a data security incident first identified on November 12, 2025, involving unauthorized access to a limited number of its systems.

Upon learning of the incident, TELUS Digital launched an investigation alongside leading cyber forensics experts and worked with law enforcement. Through its investigation, TELUS Digital determined that the data impacted consists of the information participants provided about themselves at program enrollment or when they signed up to provide services to TELUS Digital. This information may include name and contact information and date of birth. In a small number of instances, limited health information may have been involved.

TELUS Digital has begun mailing letters to individuals whose information was determined to be involved and for whom valid mailing addresses are available. For other affected individuals, TELUS Digital is sending emails advising that their information was involved. While TELUS Digital has no reports that personal information has been misused as a result of this incident, TELUS Digital is offering complimentary cyber monitoring services to help detect personal information on the dark web and alert participants if personally identifiable information is found online. TELUS Digital encourages individuals to take advantage of the cyber monitoring service at no charge using the instructions in the letter or email they received. Individuals can also contact the three credit reporting agencies at the information below.

TELUS Digital takes the security of the personal information it maintains very seriously and sincerely regrets any concern this incident may cause. TELUS Digital already has steps in place to help prevent a recurrence, including increased security measures to meet the continually evolving threat landscape and employee training to recognize external attacks.

Individuals with any questions or that need assistance in signing up for the complimentary services being provided may call 1-833-289-9956, Monday through Friday from 8:00 am – 8:00 pm Eastern Time.

For media inquiries, please contact: media.relations@telusdigital.com

Equifax

Consumer Fraud Division
P.O. Box 740256
Atlanta, GA 30374
1-866-478-0027

Experian

Consumer Fraud Assistance
P.O. Box 9556
Allen, TX 75013
1-888-397-3742

TransUnion

2 Baldwin Place
Crum Lynne, PA 19022
1-800-916-8800

Website Notice

Notification to Individuals of Data Security Incident Affecting Limited Personal Information

April 17, 2026

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