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May 18, 2026

Via Electronic Submission

Office of the Attorney General

State of Washington

SecuityBreach@atg.wa.gov

Re: Notice of Inadvertent Disclosure Incident Affecting Washington Residents

To Whom It May Concern:

GetixHealth submits this notice regarding an inadvertent disclosure incident that may have involved limited personal information relating to certain Washington residents.

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 process of reviewing and updating that spreadsheet, a formatting error caused certain employee information within the spreadsheet to become misaligned.

The affected spreadsheet was subsequently used for purposes of generating and mailing enrollment-related insurance information letters. On or about April 10, 2026, affected letters were mailed.

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

The investigation determined that approximately 22 Washington residents were potentially affected.

The information potentially involved consisted of:

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

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



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No ransomware, cyberattack, threat actor activity, or data exfiltration was involved. The issue resulted from an inadvertent spreadsheet formatting error affecting mailed enrollment letters only.

No incidents of misuse have been identified to date, and GetixHealth currently believes the risk of misuse is low based on the nature of the information involved.

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

Written notice to affected individuals is expected to occur on or before May 20, 2026.

Please contact the undersigned with any questions regarding this matter.

Sincerely,

Eric Klenk
Vice President of Human Resources
eric.klenk@getixhealth.com

May 18, 2026

[Employee Name]

[Address]

Re: Important Notice Regarding Prudential Voluntary Life Insurance Enrollment Letter

Dear [Employee Name]:

GetixHealth is writing to provide you with additional information about an issue involving a Prudential voluntary life insurance welcome letter mailed in April 2026. This letter supplements the email we sent about this incident on April 27.

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 process of reviewing and updating that spreadsheet, a formatting error occurred that caused certain employee information to become misaligned within the document. As a result, some information associated with one employee was inadvertently matched with another employee's mailing information.

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 first became aware of questions concerning inaccurate information appearing in some letters and promptly began an internal investigation. GetixHealth halted further mailing while the issue was investigated and remediated. The investigation determined that approximately 408 employees may have received a letter containing limited information relating to another employee.

Upon discovering the issue, GetixHealth promptly investigated the matter, identified affected individuals, halted further mailing until the issue could be addressed, and reviewed and reinforced internal verification and quality-control procedures relating to data preparation and transmission.

What Information Was Affected?

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

- name;



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- 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. The issue was limited to information reflected in certain mailed enrollment letters.

Is My Information At Risk?

No incidents of misuse have been identified to date, and based on the nature of the information involved, GetixHealth does not believe misuse is likely. For this reason, GetixHealth is not automatically offering credit monitoring in connection with this issue. However, affected accounts have been flagged to support prompt identification of any attempt at unauthorized access, and monitoring will be provided free of charge for any accounts that are so affected.

Although we do not believe this issue creates a significant risk of identity theft or fraud, we encourage you to review any insurance-related correspondence carefully and promptly report any suspected unauthorized activity relating to your Prudential benefits account.

We regret this incident and any concern or inconvenience it may have caused. If you have questions or concerns regarding this matter, we stand ready to help. Please contact us at benefits@getixhealth.com.

Sincerely,

Eric Klenk
Vice President of Human Resources