

INFORMATION RELATED TO THE RECENTLY DISCLOSED CYBER SECURITY INCIDENT

On June 12, 2025, Aflac Incorporated identified suspicious activity on our network in the United States. We promptly initiated our cyber incident response protocols and stopped the intrusion within hours. Importantly, our business remains operational, and our systems were not affected by ransomware. We continue to serve our customers as we respond to this incident and can underwrite policies, review claims, and otherwise service our customers as usual. This attack, like many insurance companies are currently experiencing, was caused by a sophisticated cybercrime group. This was part of a cybercrime campaign against the insurance industry.

We have engaged leading third-party cybersecurity experts to support our response to this incident. While the investigation remains in its early stages, in the spirit of transparency and care for our customers, we are sharing that our preliminary findings indicate that the unauthorized party used social engineering tactics to gain access to our network. The potentially impacted files contain claims information, health information, social security numbers, and/or other personal information, related to customers, beneficiaries, employees, agents, and other individuals in our U.S. business. We remain committed to caring for and supporting our customers. While our teams work to review the potentially impacted data and determine the specific information involved, we are offering **any individual who contacts our dedicated call center free credit monitoring and identity theft protection, and Medical Shield for 24 months.**

Please call our call center at 1-855-361-0305 which will open starting on June 20 at 8:00 a.m. Eastern Time. Our call center will be available Monday through Friday from 9:00 a.m. to 9:00 p.m. Eastern Time, Saturday from 9:00 a.m. to 5:30 p.m. Eastern Time and Sundays from 10:00 a.m. to 4:00 p.m. Eastern and excluding major U.S. holidays. **Starting July 1, the call center will be open from 9 a.m. to 9 p.m. ET Monday through Friday, and 9 a.m. to 5:30 p.m. ET on Saturdays.**

We regret that this incident occurred. We will be working to keep our stakeholders informed as we learn more and continue investigating the incident.