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CONSUMER PROTECTION
DIVISION

VIA EMAIL:

Idaho Attorney General's Office

Consumer Protection Division

Email: consumer_protection@ag.idaho.gov

July 20, 2026

Re: TransGlobal Cybersecurity
Incident

To Whom it May Concern:

We represent TransGlobal Insurance Agency (“TransGlobal”) in relation to its recent cybersecurity incident (the “Incident”). TransGlobal has completed its investigation into the Incident. Please see the below updates regarding the outcome of the investigation and any other items that have changed since our previous notification to your Department:

Forensic Investigation Results

On February 18, 2026, TransGlobal engineers identified three MongoDB servers as being unresponsive and unusable. The Company hired a third-party investigator, Riskmancer, to investigate the Incident and assist with development of a remediation plan. The Company discovered that four databases had been wiped, leaving behind only the hacker’s ransom message. Through its investigation, the Company’s engineers identified the ransom message and recognized

that four databases were deleted. The Company determined that this was an automated scanning attack of the databases using a PyMongo 4.10.1 automated script. The databases were stored on three AWS cloud servers using MongoDB, a cloud database service. When Mongo DB underwent an upgrade on January 4, 2026, the authentication configuration failed and remained in that state for approximately 45 days, permitting the automated scanning attack to gain access to the Company's system.

The Company contained the incident by shutting down the compromised MongoDB container and preserving the host for forensic analysis. It then rebuilt the environment by migrating to MongoDB Atlas (managed cloud), implementing enforced authentication, IP allowlisting, TLS encryption, continuous backups, and database auditing. Clean data was restored from a pre-incident backup. By February 25, 2026, all environments were migrated to MongoDB Atlas, eliminating reliance on the previously self-hosted database infrastructure.

Notification Completion Date

TransGlobal coordinated its efforts to prepare notices to all impacted individuals with a third-party vendor. While TransGlobal initially arranged for notice to be provided to individuals on April 16, 2026, the third-party vendor identified unexpected data integrity issues that required multiple rounds of address validations, corrections, and re-sorting. The third-party vendor completed sending notification letters to all impacted individuals by mail on May 20, 2026.

Should you have any additional questions or concerns regarding this cybersecurity incident, please do not hesitate to contact me at joseph.lazzarotti@jacksonlewis.com.

Sincerely,

JACKSON LEWIS P.C.

/s/ Joseph J. Lazzarotti

Joseph J. Lazzarotti