Re: Notice of a security incident

Dear Clients,

On or about November 20, 2026 Unciphered became aware of suspicious activity on a company device and determined that an unauthorized third-party actor gained access to certain data on the device, including Unciphered client data hosted in an official company cloud account. Upon detection, we promptly took immediate action to remediate the issue and mitigate its impact. We have engaged external experts to support our investigation and response efforts in accordance with our established protocols. At this time, the security incident is contained. We are also coordinating with law enforcement. Unciphered has initiated contact with the third-party actor and is taking steps to further mitigate the risk to our clients. However, the actor has threatened to contact our clients directly.

Data security is a top priority, and we remain committed to a thorough investigation, which will take some time, in an effort to best inform and support our clients. However, out of an abundance of caution, it is important for you to rotate any passwords where feasible, including on websites and financial accounts. If you are contacted by an actor claiming to have your data, we encourage you not to engage with them.

Unciphered will only contact you via an official Unciphered.com email or through a pre-existing communication channel.

The investigation is ongoing. We will provide updates as relevant, but please direct any questions to the following email: response@unciphered.com.

What we know and what we have done to date:

- Only a limited set of data about customers has been copied.
- No other operational systems or sensitive data has been accessed by the attacker(s).
- While the actors had limited access, they never had access to our more critical and sensitive infrastructure which is not hosted in the cloud.
- We are working with law enforcement partners.
- We continue to make significant changes to certain operational areas that were impacted and are reviewing protocols to be more resilient.

If you have any questions, please send them to response@unciphered.com and we will address them as soon as feasible and will try to respond within 48 hours.

Sincerely,

Unciphered