

TruStage Financial Group, Inc

Investigation Memo

August 10, 2026

Investigation Memo

Mandiant, Inc. ("Mandiant") has been engaged by TruStage to assist with the investigation, containment, and remediation of the cybersecurity incident affecting TruStage's systems, and has worked in that capacity alongside TruStage's internal teams. As part of its recovery process, and with Mandiant's support, TruStage has established a clean, isolated environment that is segmented from any systems that were impacted, potentially impacted, or remain under investigation.

Based on the forensic evidence reviewed by Mandiant to date, TruStage's operating environment is clean, the incident is contained, and Mandiant has identified no indication of any active intrusion. Mandiant has not identified any threat actor activity within the environments in the scope of its investigation since July 11, 2026, which is when TruStage first became aware of the incident and took measures to contain and remediate the issue. Mandiant has also not observed the threat actor interacting with any files shared with third parties, or with any third-party systems, portals, VPNs, APIs, or other environments connected to TruStage.

TruStage is following a phased, deliberate process to bring systems and applications back online, and systems and workstations are returned to service in the new environment only after being validated as clean and safe by Mandiant. Mandiant's investigation and TruStage's recovery efforts remain ongoing.

This document was prepared solely for and at the request of TruStage Financial Group, Inc and is not intended for use or reliance by any other party. While Mandiant used reasonable, professional methods to conduct the assessment in preparation of this document, Mandiant makes no express or implied warranty and does not assume any responsibility or liability for errors, omissions, or for damages resulting from use or reliance on this document.

—This page intentionally left blank—