



**June 28, 2024**

**BY EMAIL**

**Delaware Department of Justice  
Carvel State Building  
820 N. French St.  
Wilmington, DE 19801**

To Whom It May Concern,

The Prudential Insurance Company of America (“Prudential”) initially notified your office on May 24, 2024 of a cybersecurity incident that Prudential discovered on February 5, 2024.

Prudential’s notifications are substantially complete at this time. Although we are in the process of attempting to identify address information for a small set of affected individuals, we do not expect any significant changes in our notifications and therefore do not anticipate providing further updates unless requested by your office.

As you are aware, upon determining the scope of the affected data, Prudential initiated a detailed review process to identify affected individuals. On March 29, 2024, we began providing notice to these individuals on a rolling basis as the review of their data was completed. As of July 3, 2024, Prudential will have notified 18,697 Delaware residents of this incident. The affected personal information for approximately 18,347 residents was limited to first and last name, date of birth, policy number, or contact information, such as address, email address, and phone number. For approximately 350 residents, the affected personal information may have also included: Social Security number, credit or debit card information, financial account information, driver's license, financial account access credentials, non-financial account ID and password, other government ID, treatment, diagnosis or prescription information, or health condition information.

Prudential is providing all affected individuals with 24 months of complimentary credit monitoring and identity theft protection services through Kroll and has established a dedicated call center to answer customer questions. Prudential’s monitoring has not revealed any indication that the affected information has been leaked or otherwise misused for fraud or identity theft purposes.

If you have any questions, please contact me at (973) 802 7603 or [marc.rothenberg@prudential.com](mailto:marc.rothenberg@prudential.com)

Marc Rothenberg  
Vice President, Senior Regulatory Counsel