



**HAWAII LAW
ENFORCEMENT**
FEDERAL CREDIT UNION

What Hawaii Law Enforcement Federal Credit Union members should know about the TruStage Cybersecurity Incident

Many credit union members have seen recent news regarding a cybersecurity incident affecting TruStage, a company that provides insurance products to credit union members across the country. If you have a TruStage insurance policy, you may be wondering what this means for you.

Here's what we know so far

TruStage recently announced that it identified a cybersecurity incident affecting its technology environment. As part of its response, the company proactively took many of its systems offline while it investigates the incident with the assistance of outside cybersecurity experts. Currently, the investigation is ongoing, and TruStage continues to work toward restoring services safely.

Is Hawaii Law Enforcement Federal Credit Unions systems, or network, affected by the incident?

No. This incident occurred within TruStage's systems and is **not** the result of a breach of Hawaii Law Enforcement Federal Credit Union's systems or network. If you purchased a TruStage insurance product through Hawaii Law Enforcement Federal Credit Union, your relationship with our credit union remains secure. However, because TruStage manages its own insurance services and member information related to those products, some policyholders may experience delays accessing online accounts or certain customer service functions while their systems are being restored.

Was my Personal information compromised?

At this time, TruStage has not announced that members' personal information has been compromised. The company has stated that its investigation is ongoing and that it will provide additional information if warranted as more facts become available.

Stay Alert for Scams

Unfortunately, cyber incidents often lead to an increase in phishing emails, fraudulent text messages, and scam phone calls.

As a reminder:

- Never provide passwords, one-time verification codes, or online banking credentials to anyone who contacts you unexpectedly.
- Be cautious of emails or text messages asking you to “verify” personal or financial information.
- Do not click on suspicious links claiming to be from TruStage or your financial institution unless you have verified they are legitimate.
- If you receive a suspicious call, text, or email, contact us directly at 808.973.4311 or toll-free at 866.351.4311.