

Clover Health

Clover Health Provides Notice of Data Security Incident

Clover Health is providing notice of a data security incident that involved some unsecured protected health information.

What Happened

On July 4, 2026, Clover Health became aware of unauthorized activity on certain of its information systems. We immediately activated incident response procedures, initiated an investigation with assistance from leading third-party cybersecurity experts, and were able to terminate the unauthorized activity within hours of discovery. We also notified law enforcement.

What Information Was Involved

The investigation determined that an unauthorized party obtained access to three employee accounts and to certain data accessible from those accounts from July 3, 2026, to July 4, 2026. The investigation further determined that the unauthorized party may have accessed or acquired files containing certain personal information. The information varied by individual, but typically included identifiers such as patient names, dates of birth, account ID numbers, and insurance identifiers (e.g., Clover subscriber numbers). For a subset of individuals, it included information such as dates of service, provider names, or other health or healthcare related information. For fewer than 70 individuals, the data included a government identifier such as a social security number.

What We Are Doing

We take the security of our members' information seriously. In response to this incident, we suspended and secured the affected accounts, engaged a leading forensic cybersecurity firm to investigate and confirm the security of our systems, and notified law enforcement. We are reviewing our information security policies and evaluating additional training and controls to help reduce the risk of a similar incident occurring in the future.

What You Can Do

We encourage all individuals to remain vigilant for signs of fraud or identity theft, including by reviewing account statements and monitoring credit reports for any unauthorized activity. Individuals with questions may contact our dedicated, toll-free assistance line at 1-888-619-4930, available from 9 am to 5 pm EST, Monday through Friday, excluding major U.S. holidays.

For More Information

If you have questions, please contact our dedicated, toll-free assistance line at 1-888-619-4930, available from 9 am to 5 pm EST, Monday through Friday, excluding major U.S. holidays. This contact line will remain available for at least 90 days following this notice. You may also email us at: Clover Health, Attn: Privacy Office at: privacyquestions@cloverhealth.com.

— OTHER IMPORTANT INFORMATION —

1. Obtain and Monitor Your Credit Report

Under federal law, you are entitled to one free credit report every 12 months from each of the three nationwide credit reporting agencies. You can obtain a free copy by visiting www.annualcreditreport.com, calling 1-877-322-8228, or mailing a request to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. Review your reports for accounts you did not open or inquiries you did not authorize.

2. Placing a Fraud Alert

You may place an initial 1-year fraud alert on your credit file, free of charge, by contacting any one of the three nationwide credit bureaus below. Once one bureau confirms your alert, it will notify the other two.

3. Placing a Security Freeze

A security freeze restricts access to your credit report and can help prevent new accounts from being opened in your name. You may place a freeze free of charge by contacting each bureau directly:

Agency	Address	Phone	Website
Equifax	P.O. Box 105788 Atlanta, GA 30348	1-888-298-0045	equifax.com
Experian	P.O. Box 9554 Allen, TX 75013	1-888-397-3742	experian.com/freeze
TransUnion	P.O. Box 160 Woodlyn, PA 19094	1-888-909-8872	transunion.com/credit-freeze

4. Protecting Your Health Information

We have no evidence that any medical information involved in this incident has been or will be used for any unintended purpose. As an additional precaution: review your Explanation of Benefits statements for services you do not recognize; only share your member ID card with your own healthcare providers and covered family members; and contact us or your provider with any questions about your records.

5. Additional Resources

You may report suspicious activity to your local law enforcement agency or file a complaint with the Federal Trade Commission at www.identitytheft.gov, 1-877-438-4338, or Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

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