

Keenan Cybersecurity Incident Frequently Asked Questions (FAQs)

1. What happened?

A recent cyber incident involving Keenan, one of our vendors (Insurance Broker) responsible for managing our insurance coverages, has resulted in unauthorized access to some of our employees' personal data.

When Keenan became aware of the incident, they immediately began an investigation and engaged leading third-party cybersecurity and forensic experts to assist them in the investigation and remediation. As part of the forensic investigation, experts thoroughly reviewed the data involved in the incident. The investigation is substantially complete, and it was determined that some of the County of Sacramento's employee information was exfiltrated by the unauthorized party responsible for this incident.

Unfortunately, these kinds of incidents are becoming more common for organizations across the globe, including schools, public agencies, healthcare facilities, and insurance-related organizations, to be targets for cybercrime. We want to assure you that Keenan has already taken steps to secure their systems and prevent further unauthorized access.

2. Who is Keenan?

Keenan is our insurance broker, one of our vendors responsible for managing our insurance coverages.

3. When will the formal notification from Keenan be happening?

Formal legal notice letters from Keenan are scheduled to be mailed to impacted individuals on January 26, 2024, and will include 2 years of complimentary credit monitoring and identity protection services, and information for a dedicated call center for you to ask questions about the incident and resources available.

4. When will the call center referenced be activated?

Keenan will be establishing a dedicated, external call center for impacted employees to ask questions about the incident and resources available to them. The call center will be live starting January 26, 2024. The call

center is available Monday through Friday 6:00 AM to 6:00 PM Pacific Standard Time. The call center number is: (833) 804-0859.

5. Is my information at risk? Has our data been leaked?

Please be assured, Keenan has represented to us that the risk of harm to individuals is low for a number of reasons including the context of this event and that their ongoing dark web monitoring has not found any evidence of fraud or misuse, or that this data has been posted. For your use, Keenan has provided us with an identity theft protection guide that can serve as an extra resource to reference for steps you can take to protect your information.

We understand this may be concerning. However, please know that Keenan's cybersecurity partners continue to monitor the dark web and have no indication that any information has been misused due to this incident.

6. Why are we learning about the impact now?

Investigations of this nature take time to complete. Keenan and third-party experts conducted a thorough review of the data involved in this incident to determine what information was accessed by the unauthorized party responsible for this event. Processes like this take time, and Keenan wanted to ensure that they had all of the facts before providing any notice.