

Alpine Agency of the Midlands, LLC - Notice of Email Incident

Alpine Agency of the Midlands, LLC ("Alpine") is in the process of notifying potentially impacted individuals of a data security incident that may have impacted personal information. Alpine is an insurance agency based in Columbia, South Carolina that works with insurance carriers, employers, health plans, and other organizations on insurance coverage and employee benefits matters. In providing those services, Alpine receives and maintains information supplied by those organizations about individuals associated with insurance and benefits-related matters.

In November 2025, Alpine identified unusual activity involving one of its email accounts. Alpine promptly investigated, changed passwords, terminated active login sessions, and blocked further unauthorized access. Alpine also engaged independent cybersecurity specialists to assess the nature and scope of the incident. The investigation determined that unauthorized access to the email account began on or about October 28, 2025.

Through the investigation, Alpine learned that an unauthorized third party may have accessed and/or downloaded copies of emails and attachments from the affected email account. In response, Alpine conducted a comprehensive review process, including manual review of individual files, to identify individuals whose personal information may have been affected by the incident. Alpine worked with its customers to identify affected individuals and complete the notification process.

The information involved varied by individual but may have included a person's first and last name, date of birth, address, and health insurance information. In some instances, Social Security numbers may also have been involved.

Alpine is notifying potentially affected individuals directly by first-class U.S. mail. Individuals are encouraged to remain vigilant by reviewing financial account statements, healthcare statements, and credit reports, and to report any suspicious activity or discrepancies to law enforcement. Additional guidance can be found at: <https://www.consumer.ftc.gov/features/feature-0014-identity-theft>.

For more information regarding this incident, individuals may call toll-free 1-855-830-5745 between 9 a.m. – 9:00 pm ET Monday through Friday (excluding major U.S. holidays).