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Dear Member of The Episcopal Church Medical Trust Health Plans:

Over the past several weeks, we have been in regular communication with Quantum Health regarding their service outage issues. We understand from Quantum Health that those issues arose from a [data security incident](#).

Quantum Health's investigation determined that the service outage was related to unauthorized access to their IT network, resulting from an employee responding to a phishing call on May 29, 2026. Between May 29, 2026, and June 1, 2026, the unauthorized party accessed and acquired files from certain Quantum Health systems.

Their investigation determined that some of the files involved in the incident contained individuals' names and one or more of the following: health insurance information (such as insurance policy number or claims/benefits information), health information (such as medical information, treatment information, diagnoses, prescriptions, provider names, and dates of service), and other personal information (such as date of birth, email, address, phone number, or demographic information). For some individuals, Social Security numbers may also have been involved.

In the interest of transparency, we are sharing this information with all members of The Episcopal Church Medical Trust health plans who may utilize Quantum Health. Quantum Health has indicated that it has retained Kroll to manage notifications to all impacted individuals. If you are an impacted individual, your notification letter will further outline what transpired, how Quantum Health is supporting impacted individuals, including complimentary credit monitoring, dark web monitoring, and identity theft restoration services, and the steps Quantum Health has taken to help prevent a similar occurrence in the future, including enhancing its existing security protocols and implementing additional security measures.

We understand this news can be concerning. Based on the information we have at this point, Quantum Health is best positioned to address any questions you may have about this incident. **If you have specific questions, please call the Quantum Health Incident Response Line at 844-958-8913, Monday through Friday, between 9:00 AM and 6:30 PM ET, excluding major US holidays.**

We want to assure you that we take the protection of your data seriously and have systems, processes, and procedures in place to protect it. We regularly review our security practices and work closely with our vendors to help ensure they also maintain strong security standards and appropriate protections for the information they handle on our behalf.

While no organization can eliminate every risk, we remain committed to transparency and accountability. As cyberattacks and financial fraud continue to rise, we encourage you to review our [online learning materials](#) for additional tips on protecting yourself.

We thank you for your understanding.

Faithfully,

A handwritten signature in blue ink, appearing to read "J. P. Armstrong".

Frank Armstrong
Chief Operating Officer
Church Pension Group