



Memo

To: All General Agents
From: Charles R. Mankamyer, President of General Agents
Re: Ransomware Notification

Torchmark recognizes the various obligations of independent agency offices and their respective agents related to the collection and possession of confidential information about our company(ies), customers and prospective customers. To assist you in meeting such obligations, we are making you aware of specific steps you should take with respect to the recent WannaCry (also known as Wanna Decryptor and WCry) ransomware attack. On Friday May 12, 2017, this newly identified malicious software began widely attacking computers around the world. The way it works is by attacking Windows systems missing a Windows patch released in March 2017 (MS17-010). Systems with this patch are protected, while systems without this patch can be infected without the normal trigger of a user going to a website or clicking on a link in an email. Once the ransomware is on your system it will begin encrypting files on your system and it will present a warning which demands money to return your system and files to you. Because of the information that may be encrypted, including information about our company, customers and prospective customers, in addition to your standard confidentiality and security efforts it is essential that you take the following steps:

1. For Windows 7 and above operating systems, go to Windows Updates and install all patches. When patching is complete, reboot your computer and run Windows Update again to ensure that all issues were resolved. For computers with operating systems older than Windows 7 (such as Windows Vista or Windows XP), Microsoft has released special patch located here <https://blogs.technet.microsoft.com/msrc/2017/05/12/customer-guidance-for-wannacrypt-attacks/>.
2. Ensure you have the latest version of anti-virus software. If you do not have anti-virus software, it's imperative that you obtain appropriate software as soon as possible after performing appropriate due diligence.

We appreciate the support of our independent agency offices and agents. Your efforts to implement these additional steps to keep all of our information appropriately safe and secure are an important part of all of our responsibilities to the states we operate in and the customers we serve.

UA and Globe Life Insurance Company of New York conduct free Training Webinars for all appointed Agents.
Register NOW on your General Agent website.

We'd also like your most current e-mail address to keep you informed of products, contests, incentives, and important Company information. Call 1-800-925-6793 to update your e-mail address!



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UA *United American
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United American Agents who have questions may contact Agency Service at 1-800-925-7355.

Globe ESD Agents who have questions may contact Agency Service at 1-800-759-1917.

Globe Life of New York Agents who have questions may contact the Home Office in Syracuse at 1-315-451-7975.

Agents can also email agency-service@torchmarkcorp.com with questions.

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