

Data Breach and Delayed Notification Bring Crop of Suits Against Conduent

The suits state that cybercriminals are targeting organizations operating in healthcare because they collect and store vast amounts of sensitive information, including patients' financial data, medical records and other personal information, which command high prices when sold on the dark web.

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What You Need to Know

- Conduent is hit with 9 class action suits stemming from a data breach and the company's alleged failure to promptly notify impacted parties.
- Conduent's first notice of the data breach was three months after it occurred, in a cryptic announcement to the Securities and Exchange Commission that failed to state how many people were impacted, the plaintiffs allege.
- Conduent allegedly failed to provide substantive notice to the victims and regulators until Oct. 24, 2025—more than 10 months after detection, and more than an entire year after the data breach.



Conduent Inc. signage is displayed as American flags fly outside of the New York Stock Exchange (NYSE) in New York, U.S., on Tuesday, Jan. 3, 2017. Photo: Michael Nagle/Bloomberg

Business services provider Conduent Inc. has been hit with nine class action suits alleging it failed to make timely disclosure of a data breach.

Unauthorized third parties were able to extract data from the Florham Park company's network from Oct. 21, 2024, to Jan. 13, 2025, but no disclosure of the breach was made to impacted parties until Oct. 24, 2025, some of the suits allege. The suits were filed between Oct. 27 to 31 of this year. Conduent breached its duty to implement processes to detect such attacks and to give prompt notice to those impacted in the case of a cyberattack, the plaintiffs allege.

Conduent provides back-office services to government agencies and health care organizations, including Blue Cross Blue Shield of Texas and Blue Cross and Blue Shield of Montana, the complaints allege.

In late 2024 or early 2025, a ransomware group called Safepay infiltrated Conduent's network and removed names, Social Security numbers, medical information and health insurance information, the suits state. Safepay posted on its website that it stole 8.5 terabytes of zipped data from Conduent, the suits allege.

On April 9, three months after discovering the data breach, Conduent reported the incident on its Form 8-K filing with the Securities and Exchange Commission.

But that notice "obfuscated the nature of the breach and the threat it posed—refusing to tell its

customers how many people were impacted and how the breach happened. Conduent's failure to timely report the data breach compounded the harm of the data breach by leaving victims vulnerable and completely unprotected from identity theft. Victims were not warned to monitor their financial accounts, credit reports, insurance or medical records to prevent unauthorized use of their private information," the complaint in *Medrano v. Conduent* stated. That suit was filed by Stueve Siegel Hanson of Kansas City, Missouri.

"Conduent did not begin providing substantive notice to the victims and regulators until Oct. 24, 2025—more than 10 months after detection, and more than an entire year after the data breach," the Medrano suit states. According to that suit, personally identifiable information and protected health information of at least 10.5 million individuals was stolen.

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Other firms filing the suits against Conduent include Markovits, Stock & DeMarco of Cincinnati, Ohio; Stueve Siegel Hanson of Kansas City; Pittman, Dutton, Hellums, Bradley & Mann of Birmingham, Alabama; and Western Justice Associates of Bozeman, Montana. Also representing plaintiffs and class members are Lynch Carpenter of Pittsburgh, Pennsylvania; Shamis & Gentile of Miami, Florida; Milbert Coleman Bryson Phillips Grossman of New York City; and Kopelowitz Ostrow of Fort Lauderdale, Florida. Carella, Byrne, Cecchi, Brody & Agnello of Roseland, New Jersey, is local counsel in five of the cases.

A media contact for Conduent did not respond to a phone call or an email about the suits.

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