



Jack Henry Issues Statement on Response to Cybersecurity Incident

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MONETT, Mo., Aug. 31, 2026 /PRNewswire/ -- Jack Henry & Associates Inc.[®] (Nasdaq: JKHY) today issued the following statement on its response to a recent cybersecurity incident:



"Jack Henry recently detected a cybersecurity incident within a limited portion of our internal, non-production corporate environment. No client-facing systems, operating systems, core platforms, or daily processing services were accessed or disrupted, and they all remain secure and fully operational. We did not experience any system outages.

Protecting the financial institutions we serve and maintaining transparency are fundamental to everything we do at Jack Henry. We recognize and deeply regret any concern this incident may cause to our clients and their accountholders. Based on our investigation to date, personally identifiable information (PII) data for fewer than 10 clients was impacted. We have notified our more than 7,200 clients that an incident occurred, and we are working directly with the affected clients. We are offering two years of credit monitoring services to impacted financial institutions to provide to their accountholders.

Based on our investigation, the incident began with a sophisticated social engineering attack commonly known as vishing (voice phishing) initiated by a threat actor identified as ShinyHunters. Our security controls operated as intended to rapidly detect and contain the unauthorized activity. Upon detection, our teams immediately deployed specialized protocols to secure the network, isolate affected systems, and further heighten safeguards. We partnered with an independent third-party cyber forensics firm to support our investigation and response efforts and are actively collaborating with federal law enforcement.

This incident involved an extortion attempt, and we are not making any payment to the threat actor. We have determined that the incident is not financially material to the company.

Cyber incidents are an industry-wide reality, and our commitment to standing as a vigilant line of defense remains absolute. Through proactive monitoring and our rapid response framework, we effectively mitigated the threat and maintained operational integrity.

We deeply value the trust our clients place in Jack Henry and will continue to keep them informed as part of our commitment to transparency."

About Jack Henry & Associates, Inc.[®]

Jack Henry[®] (Nasdaq: JKHY) is a well-rounded financial technology company that strengthens connections between financial institutions and the people and businesses they serve. We are an S&P 500 company that prioritizes openness, collaboration, and user centricity – offering banks and credit unions a vibrant ecosystem of internally developed modern capabilities as well as the ability to integrate with leading fintechs. For 50 years, Jack Henry has provided technology solutions to enable clients to innovate faster, strategically differentiate, and successfully compete while serving the evolving needs of their accountholders. We empower more than 7,200 clients with people-inspired innovation, personal service, and insight-driven solutions that help reduce the barriers to financial health. Additional information is available at www.jackhenry.com.

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SOURCE Jack Henry & Associates, Inc.

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