SERVICE ALERT

Prepared Nov 27, 2026, 5:35 PM PST

pCloud Confirms Password Manager Hack

Status: Recovering / monitoring

WHAT HAPPENED

pCloud has confirmed a cyberattack on its Pass password manager, which it says was contained. Some customers received alerts about new devices, and some email addresses were exposed. If you use pCloud Pass, check your connected devices and change your master password if you reuse it anywhere else; BIS will send an update when pCloud answers whether encrypted vaults were accessed.

DOES THIS AFFECT YOU?

People who use pCloud Pass may be affected. Signs include alerts about new devices and login notices you did not trigger.

WHAT BIS IS DOING

We are checking the pCloud Pass accounts we manage and will send the next update when pCloud reports a change.

WHAT YOU NEED TO DO

Check your pCloud Pass device list and change your master password if you reuse it elsewhere.

IS THIS A HACK?

Yes — the vendor or a reliable source has confirmed an attack or active exploitation.

LATEST UPDATES

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pCloud's statement and BleepingComputer's report are confirmed, but I found no patch, CVE or fixed version, and the vault question is still open.

WHAT THE IT COMMUNITY IS SAYING

I found no Reddit or Hacker News threads about the pCloud Pass incident. The only coverage I could find is a news article, which I did not use as a post. It says customers got login alerts for an unknown device, and it points to two Reddit threads I could not open. The one social post I found is a Japanese X post saying someone logged in from Luxembourg and the user changed their password. X may not be an allowed source, so I left it out.

From public posts by IT administrators; not confirmed by the vendor.

For technical details (versions, patches and sources), ask BIS for the Technical brief.

Questions? Contact BIS Computer Solutions, Inc.

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