



PBI Data Breach – Update 7/8/2023

What happened?

ERSRI was recently informed by TIAA, the Defined Contribution Plan vendor, about a cybersecurity incident. This incident involves a software application called MOVEit that is used by TIAA's vendor, Pension Benefit Information, LLC ("PBI"), for file transfer purposes. PBI receives personal data of individual participants and clients and matches it against death notices and obituaries to assist TIAA in death claim and beneficiary processes.

PBI notified TIAA that a previous vulnerability in their MOVEit Transfer Application allowed their data to be downloaded by an unauthorized third party.

PBI disclosed that they have communicated specific impacts to federal law enforcement and to their institutional clients, including TIAA. PBI has also informed TIAA that it has resolved the vulnerability, while also adding additional security measures.

TIAA has informed ERSRI that it continues to monitor all participant accounts and has not detected unusual activity attributable to the MOVEit incident at this time. They are also monitoring online account access and registration and have measures in place to deny access as needed. More information is available at [Customer Protection Policy | TIAA](#).

Please be advised that this event did not involve unauthorized access to the ERSRI (i.e., the Defined Benefit Plan) secure network. No member or beneficiary ERSRI accounts or financial information in the Defined Benefit Plan was involved in this incident. Pension payments are not affected by this incident.

What personal information was involved and who was impacted?

What

Personal information included: first and last names, addresses, dates of birth, social security numbers, and gender.

Who

- Participants with a TIAA plan account balance greater than \$0.00 who have not made a contribution to their TIAA plan account in the last 90 days:
- Former employees who contributed to their TIAA plan in the past (included because such participants still have a TIAA plan account balance);
- Current employees who used to, but are not currently, contributing to their TIAA plan account;

- Participants who are receiving retirement income from some but not all of their TIAA plan account assets;
- Participants who are receiving retirement income payments, even though they may currently be contributing to their TIAA plan account.

What can you do to protect yourself?

- Remain vigilant to threats of identity theft or fraud by regularly reviewing and monitoring your accounts and credit history for signs of unauthorized transactions or activity.
- If you ever suspect you are a victim of identity theft or fraud, you can contact your local police. You can also access additional information online on how to protect your identity at <https://www.consumer.gov/idtheft>
- For additional security information for your account, [please see the document at this link \[click.e.tiaa.org\]](#) with steps to help stay safe online.

ERSRI will continue to monitor the situation and keep members informed. PBI will be sending a letter to the members and beneficiaries whose information was involved in the coming weeks and offering free credit monitoring services. In the meantime, TIAA may be reached through its customer service line at **(800) 842-2252** from 8:00 a.m. to 8:00 p.m. Eastern Standard Time to answer questions.