

[First][Last Name]
[Address]

Dear [First][Last Name]

We are writing to notify you of a recent data security incident involving the Benefits vendor, Pension Benefit Information, LLC (“PBI”), used by Consumer Reports’ vendor, PNC Bank, and PBI’s use of MOVEit Transfer software. As announced by Progress Software Corporation (“Progress”) and reported in the press, Progress’s MOVEit Transfer product was impacted by a zero-day vulnerability that enabled unauthorized access to the MOVEit application. (See <https://www.mandiant.com/resources/blog/zero-day-moveit-data-theft>). Unfortunately, this incident has impacted a number of annuitants, including you. The information that was downloaded includes your name, date of birth, social security number and resident state/zip code.

We expect that PBI will begin to provide notices directly to impacted individuals on or about August 18, 2023, and offer one to two years of credit monitoring, fraud consultation and Identity Theft Restoration services. Attached is a copy of the letter that PBI will send to impacted individuals.

At Consumer Reports, we take data privacy and security very seriously. Our annuitants’ privacy is of utmost importance to us and we have been working diligently to address this issue. Please see the attached FAQs, which may help to answer any additional questions that you have.

If you have any other questions, please do not hesitate to contact me at (914) 378-2604.

Kind regards,

Nancy Smith
Manager, Major & Planned Gifts

FREQUENTLY ASKED QUESTIONS

1. What happened?

- At the end of May, a company by the name of Progress Software released a statement indicating that their MOVEit Transfer software contained a vulnerability, which was exploited by cybercriminals.
- Consumer Reports does not use MOVEit Transfer software and its systems were not exposed to the MOVEit vulnerability.

- Pension Benefit Information, LLC (“PBI”), a benefits vendor used by Consumer Reports’ vendor, PNC Bank (“PNC”), informed PNC that PBI used the MOVEit Transfer software to accept and transfer files, and PBI’s systems were compromised. On July 24, 2023, PNC informed Consumer Reports that, unfortunately, Consumer Reports data, which includes annuitant data, was impacted, alongside the data of other PBI customers.
- The data accessed for impacted individuals includes name, date of birth, social security number, resident state/zip code.

2. Who is PBI?

- PBI is a third-party vendor that many financial institutions use, including PNC, to, among other things, manage annuitant information. We use PNC to administer Consumer Reports’ annuity program.

3. What steps has Consumer Reports taken?

- Upon becoming aware of this event, Consumer Reports immediately took steps to confirm with PNC that PBI had remediated the software vulnerability and confirmed their systems were not further impacted.
- We expect that PBI will begin to provide notice to impacted individuals directly on August 18, 2023, and offer one to two years of credit monitoring, fraud consultation and Identity Theft Restoration services, the length of the offered service as described in PBI’s notice.
- Consumer Reports takes the privacy of our annuitant information very seriously, and we have controls in place with our vendors to prevent these incidents where possible and respond if there is an incident. We will continue to work with our vendor to remediate this incident.

4. Will PNC continue to use PBI?

- PNC has paused providing customer data to PBI until appropriate safeguards are put in place to address the vulnerability identified in their MOVEit File Transfer Software.
- PBI has informed PNC that PBI has installed the required security patches to remediate the vulnerability in the data transfer software, conducted its own forensics investigation, contacted law enforcement, and engaged an independent forensics firm that determined there was no further impact to their systems as a result of the threat actor’s exploit.