

Background

TransUnion is committed to the security and protection of consumer personal information. As a part of this commitment, TransUnion has teams that are continuously engaged in monitoring, safeguarding, and investigating questionable activity that could potentially result in unauthorized access to consumer information.

Recently, TransUnion teams became aware of a potential bypass of one piece of TransUnion's individual verification measures for certain TransUnion direct-to-consumer products in the United States. We determined that unauthorized actors may have used this bypass in combination with personal information obtained from non-TransUnion sources to impersonate consumers to access TransUnion's consumer portal.

After initially identifying and stopping this bypass on that same date in mid-January, we conducted an in-depth investigation into the matter to determine if, and to what extent, personal information was viewed by unauthorized actors. We concluded our extensive examination into the matter on March 1, 2023, and we suspect that consumer personal information may have been accessed by unauthorized actors sometime between December 1, 2022 and January 13, 2023. Our investigation determined that a total of 67 individuals, including 1 Maine resident, were impacted.

The personal information involved included individual's names in addition to Social Security number.

What We Are Doing

TransUnion takes the protection of personal information seriously. As soon as we discovered the bypass, we immediately stopped it. We continue to enhance our security controls as appropriate to minimize the risk of any similar incident in the future.

On March 10, 2023, we notified impacted individuals, in the form of the letter attached, so that they can take additional measures to protect their personal information should they wish to do so. As a further precaution, we have arranged to offer complimentary identity theft protection and credit monitoring services to those impacted consumers.

Contact Information

We would be happy to address any questions related to our notification related to these matters in further detail. Please direct any inquiries to:

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