



VIA ELECTRONIC SUBMISSION

Office of the Maine Attorney General
Attn: Data Security Incident Notification
Consumer Protection Division
111 eward Street, 6th Floor
Augusta, ME 04330

July 21, 2023

Re: Notice of Data Security Incident

Dear Attorney General Frey:

We are writing to notify your office of an incident that affects the security of personal information relating to 17,640 Maine residents. By providing this notice, Teachers Insurance and Annuity Association of America ("TIAA") does not waive any rights or defense regarding the applicability of Maine law or Personal Jurisdiction.

Nature of Data Event

TIAA utilizes Pension Benefit Information, LLC ("PBI") to assist with death claim and beneficiary processes. On June 9, 2023, TIAA learned from PBI that it was investigating whether PBI was impacted by the MOVEit Transfer software vulnerability announced by its owner, Progress Software, that could have exposed data to an unauthorized third-party. TIAA worked with PBI to promptly investigate the nature and scope of the event on TIAA participants. On June 19, 2023, PBI confirmed that there were indications that certain named TIAA files had been exfiltrated. TIAA then reconciled such files against our records and finished the analysis to determine which participants were impacted by the event; this analysis concluded on June 28, 2023. The information impacted includes name, Social Security number, date of birth, address, and gender. While TIAA has not detected through its normal monitoring processes any unusual activity attributable to this incident, compromise of affected individuals' listed information cannot be ruled out.

As context for the event, on or around May 31, 2023, Progress Software, provider of MOVEit Transfer software announced a vulnerability in their software and released patches to remedy this vulnerability on or around June 1, 2023. PBI utilizes MOVEit Transfer in the regular course of its business operations to securely transfer files. PBI installed the patches and promptly launched an investigation into the nature and scope of the MOVEit vulnerability's impact on their systems. Through the investigation, PBI informed us that the third party accessed one of PBI's MOVEit

Transfer servers on May 29, 2023 and May 30, 2023 and downloaded specific TIAA files. TIAA then reconciled those specific files against our own records to determine the impact to specific individuals.

Notice to Maine Residents

PBI also agreed to notify TIAA affected individuals through its vendor, Kroll, identifying itself as a TIAA vendor. On July 14, 2023, Kroll began mailing notice letters to the impacted individuals, which includes 17,640 Maine residents. Notifications will be sent on a rolling basis over the next three weeks and this number may be updated. The notification provides the details of the incident, additional information on steps individuals can take to protect against identity theft and fraud, and contact information individuals may use should they have any questions or concerns. Affected individuals are also offered **two (2)** years of free credit monitoring, fraud consulting and identity theft restoration services and has provided a call-line for potentially affected individuals to contact with questions or concerns regarding this incident and the services being offered. The notice includes instructions on how to take advantage of this offer. A sample copy of the notification letter is included with this letter.

Contact Information

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (704) 988-6252 or lсенay@tiaa.org.

Sincerely,

A handwritten signature in black ink, appearing to read "Louis Senay", with a stylized, cursive script.

Louis Senay
Managing Director, Head of Supervisory Affairs
Teachers Insurance and Annuity Association of America