



Update: PBI Data Security Incident

What happened?

The Teachers Insurance and Annuity Association of America ("TIAA") has informed the Department of Administration ("DOA"), as Plan Sponsor of the State of Rhode Island FICA Alternative Retirement Security Plan ("FARP") and the State of Rhode Island 457(b) Deferred Compensation Plan of 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 one of PBI's MOVEit Transfer servers allowed PBI's data to be downloaded by an unauthorized third party. PBI also stated it has communicated specific impacts to federal law enforcement and to its institutional clients, including TIAA. PBI also informed TIAA that it resolved the vulnerability.

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

Companies nationally and internationally have been impacted recently by the MOVEit software vulnerability. However, it is important to note that this incident did not affect the State's computer or ERSRI's network or servers.

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.

Notice from PBI

TIAA states that this month PBI is sending notices about its data breach to impacted individuals, both RI residents and non-residents. The notices will provide further information and details about the availability of free credit monitoring offered by PBI.

While DOA is the Plan Sponsor for the FARP and the 457(b) Deferred Compensation Plan, TIAA recently confirmed that the security incident has also impacted individuals under the 401(a) Defined Contribution Plan, of which Employees' Retirement System of Rhode Island ("ERSRI") is the Plan Sponsor. Impacted individuals may be part of more than one plan and therefore may receive multiple notifications from PBI.

For information on the PBI data security incident impacting the 401(a) Defined Contribution Plan, please visit the ERSRI website at <https://www.ersri.org/>.

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 may 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, see the document at this link [Cyber Safety Tips](#) with steps to help stay safe online.

Contacts to obtain further information

TIAA may be reached through its customer service line at (800) 842-2252 from 8:00 a.m. to 8:00 p.m. Monday - Friday Eastern Standard Time to answer questions. An impacted individual's notice from PBI will contain information for contacting PBI at its call center.