



September 12, 2023

Idaho Office of the Attorney General
700 W. Jefferson Street, Suite 210
P.O. Box 83720
Boise, ID 83720-0010

RE: Notification of PBI Security Incident

Dear Attorney General Labrador:

Aetna Life Insurance Company (hereinafter “Aetna”) is writing to notify you that it recently determined that 903 residents of Idaho were impacted by a security incident that occurred at one of our third-party vendors, Pension Benefits Information, LLC, dba PBI Research Services, (“PBI”). Please note that no Aetna system or service, and no data maintained by Aetna, was involved in this data incident. The individual members impacted were covered under Aetna (Large Case Pensions) policies issued by Aetna Life Insurance company. This incident did not impact Aetna’s medical business.

Aetna uses PBI for, among other things, audit and address research services for some pension funds. By way of background, on or around May 31, 2023, Progress Software, the provider of MOVEit Transfer software, disclosed a vulnerability in their software that had been exploited by an unauthorized third party. On June 6, 2023, PBI advised Aetna that it experienced a security incident resulting from their use of Progress Software’s MOVEit file transfer software that was used by PBI to securely transfer files. PBI identified that its investigation determined that a third party accessed one of their MOVEit Transfer servers on May 29, 2023 and May 30, 2023 and PBI would investigate to determine any impact to records.

PBI conducted a manual review of its records to confirm the identities of individuals potentially affected by the event. PBI used a third-Party forensics firm, Kroll, to assist in the investigation. Upon identifying the individuals whose information may have been impacted, Aetna worked diligently, and expended considerable time and resources to locate the addresses of individuals impacted, as this type of data was not kept for each individual. On August 11, 2023, Aetna determined that the files involved in this security event included the information of approximately 903 residents of Idaho.

On behalf of Aetna, PBI is providing notifications to all impacted individuals, or the families or personal representatives of all deceased individuals. PBI is offering all impacted living individuals with 12 or 24 months of credit monitoring, fraud consultation, and identity theft restoration services through Kroll at no cost to the individuals. Details of this offer and instructions on how to activate these services are enclosed with each notification letter to individuals. A sample copy of the notification letter is attached.

The personal information data elements impacted for the individuals includes one or more of the following: First and Last Name, SSN and Date of Birth, and in some cases, mailing addresses.

Aetna has not purchased, nor does it offer, the use of Progress Software's MOVEit Transfer Solution as a file sharing software. Our internal information systems were not impacted.

PBI has advised Aetna that PBI notified federal law enforcement regarding this security event.

Please note that I will serve as the representative for Aetna as a contact. If you need any additional information, or have any questions, please do not hesitate to contact me at: 609-313-2608 or Jeremy.Abidiwan-Lupo@cvshealth.com.

Thank you,

Jeremy Abidiwan-Lupo