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**Sent:** Friday, December 15, 2023 3:44 PM  
**To:** Consumer Protection Mailbox <[consumer\\_protection@ag.idaho.gov](mailto:consumer_protection@ag.idaho.gov)>  
**Subject:** Report of a Limited Cybersecurity Incident at Correspondent Payer - Idaho

Dear Idaho State regulators,

On Wednesday December 13th we were notified that our correspondent payer that delivers to beneficiaries in Haiti, the Florida based company Unitransfer USA Inc., had a limited security breach in its compliance system through malware and subsequent ransomware attempt. We have had multiple calls with them since to understand the details and are continuing this dialogue.

We are writing today December 15th to serve notice of this incident. We are contacting potentially impacted customers over the next 3 to 5 business days.

**Details of the Incident:**

Upon completion of an investigation of a potential unauthorized access of data and ransomware demand, on December 14, Unitransfer USA Inc. confirmed that data originating from their compliance system had been accessed. Unitransfer also has now confirmed they successfully secured all systems and are actively working to minimize future risk of any such incident.

**Nature of the Compromised Information:**

As per Unitransfer, the stolen data includes complete names, physical and email addresses, and in some instances, driver's license and bank information. Based on Unitransfer's investigation, the breach may have compromised the data of 19 of our customers across multiple states.

**What We Are Doing:**

We disabled Unitransfer after receipt of their notice until assurances were received today as to the security of their system. Unitransfer confirmed to us today that they, along with trusted consultants from a renowned cybersecurity firm, have successfully eliminated the malware from their systems and means by which that malware was allowed to enter their system.

They are actively monitoring their compliance system and transaction platform and enhancing the existing safeguards. Unitransfer has also informed law enforcement and are closely collaborating with them to ensure the investigation and assessment of missing data is complete.

We will continue to engage in dialogue with Unitransfer to review scope of Omnex customers impacted and appropriately notify customers and regulators of any meaningful findings.

**Additional Information:**

We are committed to supporting the state with any further information it requires. For assistance or more information, please contact our Chief Compliance Officer Parkins Burger at [pburger@omnexgroup.com](mailto:pburger@omnexgroup.com) and our Chief Security Officer Omar Puente at [Opuente@omnexgroup.com](mailto:Opuente@omnexgroup.com).

Sincerely,

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