Employee FAQs regarding the PBI Data Security Incident

Nova Southeastern University recently learned of a data security incident that occurred at Pension Benefit Information, LLC ("PBI"), a vendor to TIAA, our employee retirement benefit plan provider. TIAA uses PBI to identify participants who may have passed away to implement beneficiary processes. NSU takes the privacy and security of our community members' information very seriously and is contacting all affected current and former employees directly.

Frequently Asked Questions

1. **What happened?**

   PBI uses a software, known as MOVEit Transfer, to securely transfer files in the regular course of business. The provider of MOVEit recently disclosed a vulnerability in the software that had been exploited by an unauthorized actor to take data from MOVEit customers, including PBI. PBI's investigation determined that some information belonging to our retirement plan participants was involved, including participants' names, addresses, dates of birth, gender, and social security numbers.

2. **Who is affected?**

   Please note that information systems at NSU and TIAA were not compromised by this event. The incident occurred at PBI, and included information for some participants in the NSU-sponsored retirement plan provided by TIAA. PBI is mailing letters to the affected participants with additional information regarding the incident and steps individuals can take to help protect their information, including instructions for enrolling in a complimentary, two-year membership to credit monitoring services.

3. **What information was taken?**

   PBI's investigation determined that some information belonging to our retirement plan participants was involved, including participants' names, addresses, dates of birth, gender, and social security numbers.

4. **When did this happen?**

   PBI's investigation determined an unauthorized third party accessed its MOVEit Transfer servers on May 29 and May 30, 2023, and downloaded data. PBI then conducted a manual review of its records to identify individuals potentially affected by the event and their contact information.

5. **How did this happen?**

   This incident occurred on PBI's systems due to a previously unknown vulnerability in the widely used file transfer software, known as MOVEit Transfer. As has been reported in the press, the MOVEit incident has impacted thousands of organizations around the world, including state

and federal government agencies, financial services firms, pension funds, and many other types of companies and not-for-profit organizations.

6. **Why did PBI have participants' information?**

Our employee retirement benefit plan provider, TIAA, uses PBI to identify participants who may have passed away to implement beneficiary processes. To perform those services, TIAA provides PBI with certain participant information, including names, addresses, dates of birth, gender, and social security numbers.

7. **Was my information impacted?**

PBI is mailing letters to the affected individuals with additional information regarding the incident and steps they can take to help protect their information, including instructions for enrolling in a complimentary, two-year membership to credit monitoring services. PBI has also established a call center for individuals to call with questions, available at 1-866-373-7560, Monday through Friday from 9 a.m. to 6:30 p.m. Eastern time (excluding U.S. holidays).

8. **How can I protect my information?**

Affected individuals will receive a letter with steps they can take to help protect their information, including instructions for enrolling in a complimentary, two-year membership to credit monitoring services. As a best practice, we also encourage individuals to take the following steps:

- **Fraud Alerts and Credit Freezes.** Consider placing fraud alerts or credit freezes with major credit bureau. This will add an extra layer of security and make it harder for anyone to open new accounts using your information. You can do so by contacting the credit reporting agencies using the contact information below.

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
1-888-298-0045	1-888-397-3742	1-800-916-8800
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

- **Monitor your accounts.** Check your financial accounts for any unauthorized activity, ensure that each of your online accounts has unique, randomized credentials, and keep your network and individual devices current with vendor updates that protect against malware. You can find more recommended actions in the linked TIAA Online Safety Tips.

9. **Additional Questions**

You may reach out to PBI's designated call center, available at 1-866-373-7560, Monday through Friday from 9 a.m. to 6:30 p.m. Eastern time (excluding U.S. holidays). You may also send inquiries to OHR-Retirement@nova.edu.