

[REDACTED]

**From:** [REDACTED]  
**Sent:** Thursday, July 27, 2023 2:06 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** The Hartford data breach

Dear [REDACTED],

We have recently learned that one of our insurance vendors, The Hartford, has had a security breach, and you have been identified as one of the Forrester impacted employees.

Next week, you will receive a letter from The Hartford providing you with additional details of the breach as well as their offer to provide you with two years of credit monitoring, fraud consultation and Identity Theft Restoration services in the event a person's identity has been stolen.

Here is a summary of what happened:

At the end of May, a company by the name of Progress Software released a statement indicating that their MOVEit Transfer software contained a vulnerability, which was exploited by cybercriminals.

The Hartford does not use MOVEit Transfer software and its systems were not exposed to the MOVEit vulnerability. However, one of The Hartford's vendors, Pension Benefit Information (PBI), a claim vendor used by The Hartford Group Benefits business does use MOVEit, to accept and transfer files. Its systems were compromised and unfortunately, The Hartford's Group Benefits customer data was impacted, alongside the data of other PBI customers.

The data accessed for impacted individuals includes name, date of birth, social security number, resident state/zip code. The data accessed did not include personal health information.

The majority of information sent to PBI relates to active/approved claimants. The Hartford does not send PBI Personal health / medical data or census or eligibility files sent to us by employers.

Upon becoming aware of this event, The Hartford immediately took steps to confirm PBI had remediated the software vulnerability and confirmed their systems were not further impacted.

At Forrester, we take the data protection of our employees very seriously. Every vendor that has access to our employee's data goes through a rigorous security assessment. We have been working with The Hartford to ensure that they have taken the necessary precautionary measures to protect our information moving forward.

Please do not hesitate to let me know if you have any questions.

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**FORRESTER**  
BOLD AT WORK

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