Notice of Security Incident

Hafetz and Associates ("Hafetz") is an independent insurance agency that provides insurance brokerage and consulting services to businesses and individuals. We are committed to protecting the confidentiality and security of the information we maintain.

Regrettably, we recently notified individuals of a security incident that involved some of their information. For certain individuals, we received the information involved by or on behalf of the individual's current or former employer and/or insurance carrier in connection with the services we provide.

Our ongoing investigation into an email phishing incident determined that an unauthorized person gained access to some of our employees' email accounts. Upon first learning of the incident, we immediately took steps to block any further unauthorized access and launched an investigation. Through the investigation, we determined that the unauthorized person had access to the employee email accounts at various times between July 24, 2023 and October 12, 2023. The investigation was unable to determine which emails, if any, were viewed by the unauthorized person. Accordingly, we conducted a comprehensive review of the contents of the email accounts for personal information. This review included identifying emails and attachments with personal information; cataloging the information; determining Hafetz's relationship with each identified individual; and determining from whom Hafetz received the information.

We completed our analysis of the data involved on or around July 18, 2024 and began informing employers and insurance carriers of the incident on or around August 6, 2024. The information involved varied by individual but generally included names, dates of birth, Social Security numbers, and/or benefits election information.

Importantly, this incident did not involve all Hafetz clients; but only those whose information was contained in the affected email accounts.

We have no indication that any information involved in this incident has been misused. However, as a precaution, we are mailing notification letters to individuals whose information was identified in the affected accounts and for whom we had sufficient contact information. We have also established a dedicated, toll-free call center to answer questions that individuals may have about the incident. If you have questions, please call (866) 810-8231, available Monday through Friday, between 9:00 a.m. to 6:30 p.m., Eastern Time.

We are also providing individuals with a two-year complimentary membership to credit monitoring and identity protection support services through Kroll. Additional information about Kroll Identity Monitoring, including how to activate these services at no charge, is included in the letters mailed to individuals. We also would like to remind individuals that it is always a good idea to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity.

We had and continue to have technological safeguards in place for access to email, including multi-factor authentication. To help prevent a similar incident from occurring in the future, we implemented additional security controls in our email environment and are providing employees with further training on how to identify and avoid suspicious emails.