September 29, 2022

Office of the Attorney General
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202

Sent via email – Idtheft@oag.state.md.us

Re: Notification of a Potential Breach of Security Involving Four (4) Maryland Residents

Dear Attorney General Frosh,

I am writing on behalf of Massachusetts Mutual Life Insurance Company ("MassMutual") to inform you of a security related matter that may have involved the personal information of four (4) Maryland residents.

At 11:51 EDT on June 17, 2022, MassMutual's Security Operations Center identified an alert from an e-mail security monitoring tool that indicated a suspicious sign-on to a MassMutual independent agent's Microsoft 365 account from an anomalous IP address accompanied by the creation of a new mail rule.

Upon further investigation, MassMutual determined that the email received by this MassMutual agent was part of a larger phishing campaign that resulted in a threat actor successfully accessing Okta sessions, and ultimately the Microsoft Outlook accounts for two MassMutual agents. These email accounts are provided by MassMutual to its independent agents for conducting MassMutual-related business.

Once MassMutual was alerted to the suspicious activity, MassMutual immediately began an investigation and on June 17th at 6:23 EDT reset the impacted users' credentials, in addition to terminating any open Microsoft Outlook and Okta sessions to ensure the threat actor could no longer access the accounts.

As part of this investigation, MassMutual determined that Microsoft 365 audit logs were not capturing all expected event types, limiting visibility into the threat actor's activity. Because MassMutual was unable to definitively identify the threat actor activity in the two impacted Outlook mailboxes, MassMutual is providing notification to any individuals whose personal identifying information was contained in the Microsoft Outlook accounts of the two MassMutual agents.

Four (4) Maryland residents' information were included in this incident. The information contained in the impacted Microsoft Outlook mailboxes include the Maryland residents' names, Social Security numbers and account numbers.

While we have no indication that the information has been or will be subject to misuse or further disclosure, MassMutual is providing the impacted individuals a free, 24-month subscription to IdentityForce. The credit monitoring services offered are consistent with the requirements of Maryland law.

Attached, please find a copy of the redacted notification letter to be provided to the impacted individuals.

If you have any questions regarding this matter, please do not hesitate to call me at (413) 744-5002.

Sincerely,

Lisa Walkuski
Compliance Consultant
MassMutual Compliance & Ethics Department

Encl.