



August 10, 2023

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

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

Re: Notification of a Potential Breach of Security Involving One (1) Maryland Resident

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 one (1) Maryland resident.

As a result of an internal batch processing error that occurred on or about June 17, 2023, an isolated issue was identified in which several data fields for a small number of customer policies were erroneously comingled with the data for a separate policy.

The isolated data issue has been resolved and all policy data was corrected on or before July 1, 2023. We have no evidence that the impacted client data was viewed by another individual on our client website, but in an abundance of caution we are providing notification.

One (1) Maryland resident's information was included in this incident. The information possibly impacted includes the Maryland resident's name and Social Security number.

While we have no indication that the information has been or will be subject to misuse or further disclosure, MassMutual is providing the impacted individual 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 individual.



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

Sincerely,

A handwritten signature in black ink, appearing to read "LW", with a stylized flourish at the end.

Lisa Walkuski
Compliance Consultant
MassMutual Compliance & Ethics Department

Encl.



August 9, 2023

[REDACTED]
[REDACTED]
[REDACTED]

Re: Notification Regarding Your Personal Information

Dear [REDACTED]:

We are notifying you on behalf of Massachusetts Mutual Life Insurance Company ("MassMutual") to let you know of an issue we believe may have involved the exposure of some of your personal information.

What happened: As a result of an internal batch processing error that occurred on or about June 17, 2023, an isolated issue was identified in which several data fields for a small number of customer policies were erroneously comingled with the data for a separate policy. Although we have no evidence that your data was viewed by another individual, we are notifying you out of an abundance of caution.

What information was involved: Your personal information that may have been involved includes your name and Social Security number.

What we are doing and what you can do: The isolated data issue has been resolved and all policy data was corrected on or before July 1, 2023. While we have no indication that your information has been or will be subject to misuse, as an added precaution, we have arranged to have IdentityForce protect your identity for 24 months at no cost to you.

IdentityForce's Rapid Response product provides you with identity theft protection and resolution services, including credit report monitoring, identity monitoring, lost wallet coverage, fully managed restoration and recovery services, and identity theft insurance. To activate your membership and start monitoring your personal information, please follow the steps below:

- Ensure that you enroll by: **10/19/2024** (Your code will not work after this date.)
- Visit the IdentityForce website to enroll:
<https://secure.identityforce.com/benefit/massmutual>
- Provide your verification code: [REDACTED]

If you have questions about the product, need assistance with services, or would like an alternative to enrolling online, please contact IdentityForce's Member Services team at 1-877-694-3367.

For more information: Attached to this letter is additional information for your review.

We apologize for any inconvenience that this incident may have caused you. If you have any questions regarding this matter, please do not hesitate to call me at (413) 744-5002.



Sincerely,

A handwritten signature in black ink, appearing to read "LW", with a stylized flourish at the end.

Lisa Walkuski
Compliance Consultant
MassMutual Compliance & Ethics Department

Encl.