



## WISCONSIN HOUSING AND ECONOMIC DEVELOPMENT AUTHORITY

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### Lender Update 2019-12

October 11, 2019

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#### **In this Update:**

- **Important Lender Update on Security Incident**
    - Unauthorized third party access to WHEDA email accounts
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#### **Important Lender Update on Security Incident**

On August 26, 2019, WHEDA discovered that an unauthorized third party accessed up to three WHEDA email accounts. Upon learning of the incident, WHEDA's IT personnel disabled access to the compromised email accounts and began an investigation. In addition, WHEDA alerted law enforcement about the incident and brought in forensic IT experts to examine the situation, determine how it happened and review the potential extent of the impact.

As a result of the investigation, it was determined that the unauthorized third party may have potentially gained access to personal information of approximately 2,100 Wisconsin residents in WHEDA's single family mortgage program. It is possible that the unauthorized third party gained access to a range of customer information, such as names, social security numbers, driver's license numbers or state identification number, and bank account information. To date, WHEDA is not aware of any misuse of customer information as a result of this incident.

WHEDA has notified the three largest nationwide consumer reporting agencies (Equifax, Experian, and TransUnion) of the incident. In addition, WHEDA will provide one year of identity theft protection and insurance as well as credit monitoring at no charge to impacted customers through Experian IdentityWorks<sup>SM</sup>. A toll-free telephone line through Experian has been established for customers to call with questions – 1-833-704-9390. We have contacted all impacted customers regarding the incident and provided information on how they can access their complimentary credit monitoring and identity theft protection services.

We understand that situations like this can cause concern. We are committed to protecting our customers' personal information and we apologize for any concern this situation has caused. In addition to our existing security measures, we have provided staff with additional training and we are reviewing additional options to enhance our technology and security practices to reduce the risk of a similar situation occurring in the future, including implementing real-time security monitoring enhancements.

Should you have any WHEDA single family mortgage customers contact you about this incident, please refer them to the Experian toll-free telephone number at 1-833-704-9390. This call center has been setup specifically for this incident and is available Monday through Friday 8 AM to 10 PM Central Time and Saturday through Sunday 10 AM to 7 PM Central Time (excluding major U.S. holidays).

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