

# ALSTON & BIRD

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June 1, 2018

**CONFIDENTIAL  
VIA EMAIL**

Office of the Attorney General  
Consumer Protection Division  
consumer@iowa.gov

Re: Notice of Security Incident

To the Office of the Attorney General:

I am writing on behalf of our client Transamerica, including Transamerica Life Insurance Company and Transamerica Retirement Solutions, LLC (“Transamerica”), to inform you of a potential security incident that may have involved access to the personal information of 249 Iowa residents through the Transamerica Retirement Solutions website.

An extensive investigation by internal and external data forensics teams, and involving consultation with federal law enforcement, has revealed that unauthorized parties used compromised third-party credentials to log into a Transamerica website and access the online account information of plan participants, potentially including 249 Iowa residents. We found no evidence of a compromise of Transamerica’s network and systems. The personal information potentially accessed as a result of this incident included name, address, Social Security number, date of birth, financial account information, and employment details.

Transamerica is also providing informational notices to 1,033 Iowa residents out of an abundance of caution, though there was no indication of unauthorized access to these residents’ plan participant accounts.

In response to this incident, Transamerica has arranged for Kroll Information Assurance to provide free credit monitoring services for one year to both the affected individuals and individuals receiving an informational notice. Transamerica has also flagged the affected accounts for special handling to prevent unauthorized access and continues to work to minimize the impact of the incident and enhance the security of the affected accounts.

A copy of the notification being sent to 249 Iowa residents by first class mail is attached to this letter.

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If you have any other questions regarding this incident or if you desire further information or assistance, please email me at [Jim.Harvey@alston.com](mailto:Jim.Harvey@alston.com) or call my direct line at (404) 881-7328.

Sincerely,

A handwritten signature in blue ink that reads "Jim Harvey". The signature is written in a cursive style with a large, looping "H" and a long, sweeping underline.

James A. Harvey