

MEDIA NOTICE

MEDIA CONTACT

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TOLEDO, OHIO – December 16, 2019 – On April 12, 2019, Harbor announced that it began mailing letters to clients potentially impacted by a recent phishing incident.

On February 13, 2019, Harbor learned that an unauthorized individual gained access to an employee's email account between December 2018 and February 2019. Harbor immediately secured the account, began an investigation, and hired a leading computer forensic firm to assist. On March 20, 2019, Harbor's investigation that determined one other employee email account may have also been accessed during the same time frame. The investigation identified that the accounts contained some client information including client names, dates of birth, health insurance information, and information related to services received at Harbor. In a limited number of instances, clients' social security numbers and/or drivers' license numbers were also included in the accounts.

This incident did not affect all Harbor clients; but only some clients' who had information contained in the affected email accounts.

Even though Harbor has no indication that any client information has been misused, mailed letters to clients whose information was found in the accounts. Harbor has established a dedicated call center to answer any questions its clients have about the incident. For those Harbor clients whose social security number and/or driver's license number were contained in the email accounts, Harbor is offering complimentary credit monitoring and identity protection services. Harbor also recommends affected clients review any billing or explanation of benefits statements they receive from their health insurers. If they see services they did not receive, they should contact the health insurer immediately.

To help prevent something like this from happening in the future, Harbor has implemented additional measures to further strengthen its security processes and is also reinforcing employee training on how to detect and avoid phishing emails.

Additional information is posted on Harbor's website, www.harbor.org and clients with questions can call the call center 1-866-751-5075, from 9:00 a.m. to 6:30 p.m. Eastern Time, Monday through Friday.