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Good Afternoon [REDACTED]

I tried reaching you by telephone and left a voicemail for you to call me ASAP. In the interest of time, I am sending this email as well, but am happy to speak with you personally. I do hope you both and [REDACTED] are doing well during these challenging times.

HMEA's IT (Information Technology) Department became aware of a data breach into our email system by an unknown third party. Unfortunately, as IT reviewed what was accessed they have found that the information which you shared with us related to the ACH Authorization (for Direct Deposit of funds for [REDACTED] BOA account) was included in this breach of information. The breach occurred on Tuesday, August 4, 2020 at 10 a.m. and our IT Department became aware of it yesterday.

As such, we would request that you notify your bank immediately of this possible data breach and request that they monitor the account for any suspicious and/or unauthorized access. We do not know for sure that anything will occur, but wanted to immediately notify you of this unfortunate occurrence.

Please feel free to reach out to me directly and/or contact our corporate office (cc'd on this email) for additional support or questions. Heather will be back from vacation next week and I will update her on this as well. Please let me know if there is anything else you need in her absence.

Thanks,

Jeanne Clapper
Family Supports Director

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