



Issued 11/21/18

Data Leak Incident Reported by Fortune 500 Metropolitan Life Insurance Company

The personal information of multiple customers was exposed in the form of an attachment sent to a Benefits Administrator as reported by Metropolitan Life Insurance Company (MetLife) in a notice of data breach forwarded to the Office of the Attorney General of California. However, according to MetLife notification [link], "The Benefits Administrator, who regularly works with MetLife, deleted the email, including your personal information. The Benefits Administrator routinely handles sensitive information and we do not believe your information is at risk." The data exposed during the inadvertent leak incident contained customers' social security numbers (SSNs), insurance coverage information, dates of birth, genders, and addresses. This is not the first time when MetLife accidentally exposed customer personal information given that during November 2009 "a MetLife employee posted the personally identifiable information of current and former MetLife customers, including their Social Security numbers, on the Internet," as reported by Hunton Andrews Kurth. After the 2009 breach was discovered, MetLife also provided affected customers with identity theft insurance and credit monitoring as a mitigation measure against possible identity theft incidents.