

## DocketWise Data Incident

DocketWise is issuing this notice about a data security event that may impact certain personal information belonging to clients of a small portion of its immigration law firm customers, and the steps DocketWise has taken in response to the event.

**What Happened:** In October 2025, DocketWise determined that the credentials to one of its third-party partner repositories may have been accessed (the “Incident”). DocketWise promptly initiated an investigation, with the assistance of third-party cybersecurity experts, to determine the nature and scope of the suspected unauthorized activity and to assist with remediation. The forensic investigation subsequently confirmed that an unauthorized actor(s) used valid credentials to clone certain third-party partner repositories, some of which were used as part of a data migration pipeline for the DocketWise application; this application contained law firm records, including personal information. The cybersecurity experts confirmed there is no evidence of any ongoing unauthorized activity and DocketWise systems are secure. Further, there is no evidence to indicate the Incident was intended to target immigration firms, or has resulted in publication of, personally identifiable information (“PII”). DocketWise notified the FBI of the activity.

At the conclusion of the forensic investigation, DocketWise, with the assistance of a leading data analytics firm, conducted a thorough and time-intensive review of the impacted data to determine ownership, identify the types of personal information potentially impacted, and determine to whom the personal information pertains. In addition, DocketWise conducted a review of its internal files to further assess the impacted data. Following the review, DocketWise determined that certain personal information belonging to clients of a small portion of its law firm customers was subject to unauthorized acquisition. DocketWise moved swiftly to notify affected law firm customers of the potential impact to certain of their clients and coordinated closely with its affected law firm customers to ensure the information pertaining to the respective law firms was accurate. Following this effort, DocketWise promptly notified potentially affected individuals and regulators, on behalf of certain affected law firm customers, as appropriate.

**What Information Was Involved:** The impacted information varies by individual but includes some or all of the following: name, address, Social Security number, date of birth, driver’s license number, passport number, financial account number, financial account username and access information, payment card number, payment card access information, governmental identification number, tax identification number, health insurance policy number, medical condition or treatment information, and username and access information for a non-financial account.

**DocketWise Response:** DocketWise is committed to and takes very seriously its responsibility to protect all data entrusted to it. As part of the ongoing commitment to the privacy of personal information in the care, of DocketWise, the company implemented additional measures to further enhance its cybersecurity posture and is reviewing existing policies to further protect against similar incidents moving forward.

DocketWise mailed notification letters to potentially affected individuals, on behalf of its affected law firm customers, beginning on April 3, 2026. If you did not receive a notification letter but believe you may have been affected by this Incident, please contact the dedicated assistance line we have set up using the phone number provided in the “For More Information” section below.

**What Potentially Affected Individuals Can Do:** As a best practice, DocketWise encourages individuals to remain vigilant against incidents of identity theft and fraud by reviewing their financial account statements and credit reports for any anomalies. DocketWise is offering individuals impacted by the Incident access to complimentary credit monitoring and identity restoration services for two (2) years as well as providing guidance on how to protect against identity theft and fraud, including advising individuals to report any suspected identity theft or fraud to their financial institutions. If you are one of the potentially affected individuals, the call center agent can help you enroll in the complimentary credit monitoring and identity restoration services DocketWise is offering. Please note the deadline to enroll in the complementary credit monitoring and identity restoration services is July 3, 2026.

**For More Information:** For questions, please contact the dedicated assistance line that we have established regarding this Incident by dialing 1-844-890-7449 Monday through Friday from 9 am – 9 pm ET, excluding U.S. holidays.

---

[Privacy Policy](#) | [Terms of Service](#) | [Accessibility Statement](#) | [Cookies](#) | [Do Not Sell or Share My Personal Information](#)

© 2026 8am, LLC. All Rights Reserved

8am™ is a trademark of 8am, LLC. Registration pending.

8am, LLC is a registered ISO of Pinnacle Bank, a Tennessee bank, dba Synovus Bank, Fifth Third Bank, N.A., Cincinnati, OH, and Wells Fargo Bank, N.A., Canadian Branch, Toronto, ON, Canada.

The 8am™ Visa® Business Card is issued by Emprise Bank, pursuant to a license from Visa U.S.A., Inc.

