Notice of Data Security Incident Involving Employee Information

Oakwood University is a participating employer within the Healthcare Assistance Plan for Employees of Seventh-day Adventist Organization of the North American Division (the "Plan"). As such, Oakwood University has access to limited Plan data regarding its employees that participate in the Plan and their dependents so that it can carry out enrollment and other limited administration functions for the Plan. Regrettably, Oakwood University recently experienced a computer security incident that involved unauthorized access to some Plan information located on its systems.

On March 14, 2022, Oakwood University detected a computer security incident which impacted the availability and functionality of its computer systems. Upon learning of the incident, Oakwood University took measures to secure its network, launched an investigation, and engaged a cybersecurity firm to assist. The investigation determined that an unauthorized party accessed Oakwood University's network between March 7, 2022 and March 14, 2022, and during that time, may have accessed Plan information stored on Oakwood University's systems. This information may have included Plan member names, addresses, dates of birth, Social Security Numbers, member identification numbers, and/or limited claims information.

Oakwood University mailed letters to affected Plan members on May 13, 2022 and arranged for them to receive a complimentary membership to identity monitoring services through Experian IdentityWorks℠. If you believe you are affected by this incident and do not receive a letter by June 13, 2022, please call 1-866-904-0403, Monday through Friday, from 9:00 a.m. to 7:00 p.m., Eastern Time, excluding major U.S. holidays.

Oakwood University takes this matter very seriously and regrets any inconvenience or concern this incident may cause. To help prevent something like this from happening again, Oakwood University and the Plan are continuing to review and enhance existing security protocols and practices, including implementation of additional electronic security features, to further secure Plan information.