



TransamericaSM

VIA EMAIL (DOJ-CPB@doj.nh.gov.)

June 20, 2025

Attorney General Consumer Protection and Antitrust Bureau
NH Department of Justice
1 Granite Place South
Concord, NH 03301

Re: Notice of Cyber Security Event

Dear Attorney General Formella:

I am writing on behalf of Transamerica Retirement Solutions, LLC (“Transamerica” or “TRS”), a retirement company with offices at 1209 Orange Street, Wilmington, DE 19801 to provide notice of a cyber security incident.

On May 7, 2025, Transamerica was alerted to suspicious activity involving a third-party cloud-based application used internally by Transamerica for client management (the “CRM Application”). Transamerica was alerted of this activity by the provider of the CRM Application (“CRM SaaS Provider”) and immediately terminated the third party’s access, reset the call center agent’s credentials and initiated an investigation, with the assistance of a forensic firm. The investigation determined that an unknown actor gained unauthorized access to the application through our call center by pretending to be a Transamerica employee. Our internal network was not compromised, and our investigation confirmed that no other Transamerica systems were targeted or impacted.

We completed our investigation on June 10, 2025, and determined that four (4) New Hampshire residents were impacted. Transamerica is offering affected individuals access to credit monitoring and identity protection services through Equifax to affected individuals. There will be no cost to individuals for these services, but affected individuals will need to complete the activation process. Information about these services and activation instructions are contained in the letter mailed to affected individuals. Consumer notices will be provided on June 26, 2025, by first class mail.

Please do not hesitate to contact me if you have any questions.

Thank you.

Leanne Kopral, Assistant General Counsel
Transamerica
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Denver, CO 80202