

Frequently Asked Questions



Q: What happened?

A: On May 9, 2019, Ameritas Life Insurance Corp. (“Ameritas”) discovered that several associates had fallen victim to a phishing campaign that was designed to trick the recipient into providing their email credentials. Upon investigation, Ameritas determined that a number of email inboxes were compromised. Ameritas quickly addressed the exposure by disabling the unauthorized access.

Q: When did the event occur?

A: After an investigation, Ameritas determined that associate email inboxes associates were impacted between May 1 and June 4.

Q: What kind of information was exposed in this event?

A: The amount of information that was compromised varies by individual, but may include individual names in combination with addresses, email addresses, dates of birth, Social Security numbers, member ID numbers, policyholder names, employer names, and/or policy numbers.

Q: Why does the notification process take so long?

A: Ameritas immediately launched an investigation into the incident. The investigation included a review of email security settings to confirm that procedures already in place are strengthened. This was done to further safeguard against any future breach of data security. It was important that impacted individuals were accurately identified and that contact information was gathered in a consistent format for notification. Although the investigation was time-consuming, Ameritas believed it was necessary to ensure that appropriate precautions were taken.

Q: What is Ameritas doing in response to the event?

A: Ameritas is notifying impacted individuals. A phone number has been established to communicate with affected individuals. To help relieve concerns and restore confidence following this incident, Ameritas has secured the services of Kroll to provide identity monitoring at no cost to you. Ameritas contacted law enforcement and will continue to work with them throughout their investigation.

Frequently Asked Questions



Q: What is Ameritas doing to prevent similar events from happening in the future?

A: Ameritas engaged a forensic firm to assist in understanding the technical aspects of the incident and have implemented security enhancements to strengthen our defenses. Employees involved in the incident have received additional training to help prevent future events like this from occurring. Ameritas contacted law enforcement and will continue to work with them throughout our investigation.

Q: What services am I being offered?

A: Complimentary identity monitoring services include Credit Monitoring, Web Watcher and Identity Theft Restoration.

Q: Who is Kroll? I thought my information was being held by Ameritas.

A: Kroll, our incident response firm, has been hired by Ameritas to provide you with services following the incident. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data.

Q: I received a letter in the mail. Is this fraudulent, a scam or a real incident?

A: Federal and state laws require that we attempt to notify you by mail. We can assure you that this incident did occur and thus we are offering the support identified within the notification letter. We encourage you to take advantage of the identity monitoring services provided and call us at the number shown in the letter if you have further questions or concerns.