

SECURITY ALERT – SERS ONLINE ACCOUNTS

(1/30/2018) – On January 23, 2018, SERS became aware of fraudulent activity on the online member portal. SERS immediately shut down the online portal and began investigating.

Through our investigation, we have determined that this is not a breach situation on the part of SERS. Rather, the intruders established new online accounts for 21 retirees using personal information that was stolen during the data breaches of other companies. The intent was to redirect pension payments to an online bank account that only they could access.

If you established your own online account, it is **highly unlikely** you are affected. However, you should check your account just to be sure. As a precaution, SERS locked down numerous accounts that had recent activity or similarities to other accounts that were fraudulently accessed. We don't believe these accounts were affected, and all you have to do is call us at [800-878-5853](tel:800-878-5853) to reopen the account.

Please reference the SERS site at <https://www.ohsers.org/> for more information and future alerts.