

Security Breach At The Entrust Group FAQs

What Happened?

During the evening of September 19, 2018, The Entrust Group experienced a cyber-attack in the form of a phishing virus that infiltrated our IT system.

Is My Self-Directed Retirement Account Safe?

Your Entrust Self-Directed Account is safe. The hackers didn't get access to our client systems.

What Is Entrust Doing?

Upon discovery, efforts were made to immediately safeguard all private client information, limit potential system vulnerabilities, and eradicate the virus from our systems. We have reviewed, evaluated, reinforced, and enhanced our IT security system and practices to prevent any further incidents. Over the coming days we will be taking additional precautionary steps to monitor all inbound and outbound electronic communication to preclude any unauthorized actions.

What Information Was Involved?

There has been no indication that any client personal or account information has been accessed or viewed by any unauthorized person, apart from email addresses. It does appear that some client email addresses have been obtained through phishing. Whether or how these might be used is unknown.

Can I Go To The Entrust Client Portal?

Yes, the Entrust Client Portal is fully functional. If you need to access your Entrust Account, you can login to <https://www.theentrustgroup.com/> and click on "Login" in the upper right corner. You can view your account statements and submit your transactions as usual. Note that certain information may be delayed.

Is This Security Breach Having An Impact On My Transactions?

Some transactions will be delayed. We are working to process all pending transactions as quickly as possible. If you need an update on your transaction, please contact our Client Services Department at 800-392-9653, option 1.

What Can I do?

We urge you to be vigilant and examine email communications carefully, and to verify any sender's email address before opening or replying to an email. If the email address does not include "@theentrustgroup.com", then it was not sent by Entrust.

Please notify us immediately if you have sent any private information to us via email since the September 19, 2018 or if you have received any phishing or other suspicious emails using an Entrust email address.

Due to this cyber-attack, some of our systems were impacted such as fax machines. We would appreciate if you could resend the documents you faxed to us between September 19, 2018 and today, September 25, 2018 to 888-834-1748.

The Entrust Group is committed to keeping your personal information safe. We sincerely regret any concern or inconvenience this matter may cause you.

Sincerely,

Hubert Bromma
CEO of The Entrust Group