

# KeyBank: Hackers of third-party provider stole customer data

September 3 2022, by FRANK BAJAK

---



Credit: CC0 Public Domain

Hackers stole personal data including Social Security numbers, addresses and account numbers of home mortgage holders at KeyBank, the bank reports, in the breach of a third-party vendor that serves multiple

corporate clients.

The [hackers](#) obtained the information on July 5 after breaking into computers at the insurance services provider Overby-Seawell Company, according to a letter that Cleveland-based KeyBank sent to affected residential mortgage customers.

KeyBank, which operates in 15 states and has close to \$200 billion in assets, would not say how many of its customers were affected or answer any other questions about the breach. In a statement, it said it was notified of the data theft on Aug. 4 and KeyBank systems and operations were unaffected.

[Overby-Seawell did not respond](#) to phone messages and emails sent to executives seeking comment. In the statement sent Friday to The Associated Press, KeyBank said Kennesaw, Georgia-based Overby-Seawell "suffered a cybersecurity incident that compromised data of its [corporate clients](#)." It did not elaborate.

[According to its website](#), Overby-Seawell's customers include banks, credit unions, mortgage servicers, finance companies and property investors. Its products include a tracking system for real-time insurance monitoring that can be integrated with other financial industry software platforms.

It is a subsidiary of the Breckenridge Group, also of Kennesaw.

In an Aug. 26 letter shared with the AP by an affected mortgage-holder, KeyBank said the information acquired in the Overby-Seawell breach related to their mortgage includes their name, address, mortgage account number and the first eight digits of their nine-digit Social Security number.

That's plenty of information for identity thieves to commit serious fraud.

"We take this matter very seriously and have notified all affected individuals," KeyBank said in the letter.

KeyBank said Overby-Seawell had notified [law enforcement](#) and was investigating the breach with the help of third-party cybersecurity experts. It encouraged the mortgage holder to sign up for free fraud monitoring.

© 2022 The Associated Press. All rights reserved. This material may not be published, broadcast, rewritten or redistributed without permission.

Citation: KeyBank: Hackers of third-party provider stole customer data (2022, September 3) retrieved 9 April 2024 from

<https://techxplore.com/news/2022-09-keybank-hackers-third-party-stole-customer.html>

<p>This document is subject to copyright. Apart from any fair dealing for the purpose of private study or research, no part may be reproduced without the written permission. The content is provided for information purposes only.</p>
--