

September 15, 2023

Nuance Provides Notice Related to Progress Software Security Incident

Progress Software recently experienced a data security incident originating from a zero-day vulnerability in its MOVEit secure file transfer software. Nuance Communications (“Nuance”) used MOVEit to exchange files with certain customers and business partners and was, unfortunately, one of the thousands of organizations impacted by Progress Software’s vulnerability. The incident did not affect any systems or applications beyond the MOVEit application and none of Nuance’s solutions were impacted, but certain individuals’ personal information within the Progress Software MOVEit environment was affected.

Detailed information about the Progress Software incident can be found at <https://www.progress.com/security/moveit-transfer-and-moveit-cloud-vulnerability>.

When Progress Software disclosed the incident on May 31, 2023, Nuance immediately took steps to secure systems and launched an investigation, which was conducted by experienced cybersecurity experts, including an outside law firm. Progress Software’s and security industry guidance were followed, and patches were installed as soon as they were available. The investigation determined that the event occurred between May 28 and 29, 2023, and was limited to the MOVEit Transfer application. The impacted data included individual demographic information and information about services received.

The company is providing notice to certain individuals on behalf of the following organizations in North Carolina: Atrium Health; Catawba Valley Medical Center; Charlotte Radiology, PA; Duke University Health System; DLP Central Carolina Medical Center, LLC; University Health Systems of Eastern Carolina, Inc. d/b/a ECU Health; FirstHealth of the Carolinas, Inc.; Mission Health System; Novant Health New Hanover Regional Medical Center; Novant Health, Inc.; UNC Health; Wake Radiology Diagnostic Imaging, Inc.; WakeMed Health & Hospitals; and West Virginia University Health System.

Data privacy and security are among Nuance’s highest priorities. The company has extensive measures in place to protect information entrusted to us. To help prevent similar incidents from happening in the future, we have implemented and are continuing to implement new information security tools, processes, and procedures to further strengthen the security of our IT system environments.

Individuals should remain vigilant against incidents of identity theft and fraud, review account statements, and monitor their free credit reports for suspicious activity and to detect errors. Individuals can obtain a free copy of their credit report online at www.annualcreditreport.com, by calling toll-free (877) 322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

Nuance has set up a dedicated, toll-free call center to answer questions about this incident. Impacted individuals can call (888) 988-0380, Monday through Friday between 8:00 a.m. and 8:00 p.m. Central Time, excluding major U.S. holidays. Information is also available at nuance.com/moveit.