CID
ARMY CRIMINAL INVESTIGATION DIVISION

20 December 2023

Cybercrime Prevention Flyer

Comcast Xfinity Data Breach

Comcast Xfinity recently notified customers of a data breach involving approximately 36 million customers. Compromised breach information included usernames and hashed passwords. The breach, for some customers, also included the compromise of names, contact information, last four digits of social security numbers, dates of birth, and/or secret questions and answers. The data breach is the result of a vulnerability in a software product used by Xfinity and has since been resolved.

Although this information pertains to Xfinity customers, it is recommended to secure all accounts using two-factor or multi- factor authentication and routinely change passwords. It is also important to monitor for indicators of compromised personal information.

Tips for Individuals Impacted by a Data Breach

- **Change passwords.** Use a combination of upper and lowercase letters, numbers, and symbols. Make sure it's not easily guessable, like "password123."
- **Use different passwords.** It is recommended that passwords are not reused for any account.
- **Enroll in two-factor or multi-factor authentication.** This adds an extra layer of security by requiring a second form of verification beyond just your password.
- **Authentication requests.** Do not approve authentication requests you do not recognize.
- **New accounts.** When opening a new account, immediately configure the privacy and security settings.
- **Monitor accounts.** Monitor all accounts for indicators of compromised information.
- **Monitor credit reports.** Obtain free credit reports to identify credit changes or suspicious accounts. Consider placing a free credit freeze or fraud alert notification.
- **Keep software updated.** Software updates fix bugs and resolve security issues.
- **Be suspicious.** Be suspicious of unsolicited phone calls or emails requesting additional information. Do not click on any unknown links or download any unknown files provided in emails.

ADDITIONAL RESOURCES

Xfinity Notice to Customers of Data Security Incident
Learn about your credit report and how to get a copy

Authorized for widest release, without restrictions.

To receive Cyber Directorate Cybercrime Prevention Flyers, send an email to: **CYDIntel@army.mil**

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