

CIPRIANI & WERNER

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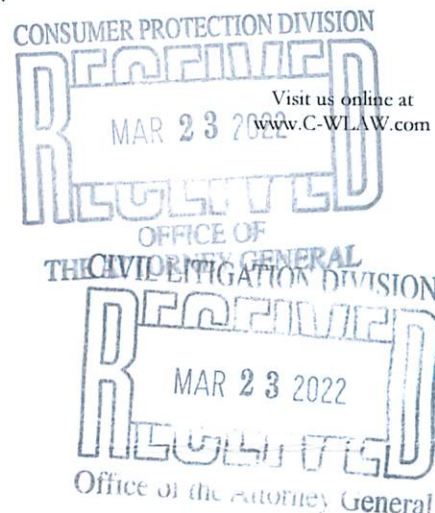
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March 12, 2022

Via Mail

Office of the Attorney General
200 St. Paul Place
Baltimore, Virginia 21202



RE: Security Incident Notification

To Whom It May Concern:

We serve as counsel for Woodloch Pines Resort ("Woodloch") located at 731 Welcome Lake Rd, Hawley, PA 18428 and provide this notification to you of a recent data security incident. By providing this notice, Woodloch does not waive any rights or defenses under Virginia law, including the data breach notification statute.

Woodloch recently discovered suspicious activity related to one employee email account. Upon discovery, Woodloch took swift action to secure its email system and network. Woodloch also launched an internal investigation and engaged leading, independent cybersecurity specialists. Based on this investigation, Woodloch confirmed that one employee email account was subject to unauthorized access between August 20, 2021 and August 27, 2021. Woodloch then began a thorough and time intensive review of the contents of the email account to determine the type of information contained within the account and to whom that information related. This process was completed on December 7, 2021. In order to identify contact information for impacted individuals to provide appropriate notification, Woodloch subsequently performed a thorough internal review which was completed on January 31, 2022. Through this process, Woodloch has discovered that one (1) resident of Virginia was potentially impacted. The information at risk includes the individual's name and credit card information.

On March 11, 2022, Woodloch began mailing written notice of this incident to the Virginia resident pursuant to Virginia law. The notice letter includes an offer of complimentary credit monitoring and identity protection services offered through TransUnion for 12 months. A copy of the notice letter is attached hereto. Woodloch also continues to review its policies and procedures related to data security.

Please contact me should you have any questions.

Very truly yours,

CIPRIANI & WERNER, P.C.

By:


Ernest Koschineg, Esq.



Return Mail Processing Center
P.O. Box 6336
Portland, OR 97228-6336

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<<Name 2>>

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<<Address 4>>

<<Address 5>>

<<Date>>

<<City>> <<State>> <<Zip>>

<<Country>>

Dear <<Name 1>>:

We are writing to inform you of a data security incident experienced by Woodloch Pines Resort ("Woodloch") that may have involved your information as described below. We take the privacy and security of all information very seriously, and while we have no evidence to suggest that any information was subject to actual or attempted misuse as a result of this incident, this letter includes information about the incident and steps you can take to help protect your information.

What Happened: We recently discovered suspicious activity related to one employee email account. Upon discovery, we took swift action to secure our email system and network. We also launched an internal investigation and engaged leading, independent cybersecurity specialists. Based on this investigation, we confirmed that one employee email account was subject to unauthorized access between August 20, 2021 and August 27, 2021. We then began a thorough and time intensive review of the contents of the email account to determine the type of information contained within the account and to whom that information related. This process was completed on December 7, 2021. We subsequently performed a thorough internal review in order to obtain address information to provide you with this notice which was completed on January 31, 2022.

What Information Was Involved: The types of information contained within the affected email account included your first and last name, in combination with the following data element(s): <<Data Elements>>.

What We Are Doing: We have taken every step necessary to address the incident and are committed to fully protecting all of the information that you have entrusted to us. Upon learning of this incident, we immediately took the steps described above, including performing password resets. We have also implemented additional technical safeguards to further enhance the security of information in our possession and prevent similar incidents from happening in the future. Additionally, we are offering you complimentary credit monitoring and identity protection services.

What You Can Do: We recommend that you remain vigilant against incidents of identity theft and fraud by reviewing your credit reports/account statements for suspicious activity and to detect errors. If you discover any suspicious or unusual activity on your accounts, please promptly contact your financial institution. We have provided additional information below, which contains more information about steps you can take to help protect yourself against fraud and identity theft.

For More Information: We have established a dedicated assistance line to address any questions you may have which can be reached at 844-954-0790, Monday through Friday, 9 a.m. to 9 p.m. Eastern Time. The security of information is of the utmost importance to us. We stay committed to protecting your trust in us and continue to be thankful for your support.

Sincerely,

The Woodloch Team

STEPS YOU CAN TAKE TO HELP PROTECT INFORMATION

Activate Identity Monitoring Services

TransUnion® *myTrueIdentity* provides you with the following key features:

- The daily credit monitoring service will notify you if there are any critical changes to your credit file at TransUnion, including fraud alerts, new inquiries, new accounts, new public records, late payments, changes of address, and more.
- 12 months of unlimited access to your TransUnion® credit report and credit score.
- The service also includes access to an identity restoration program that provides assistance in the event that your identity is compromised and up to \$1,000,000 in identity theft insurance with no deductible.¹

How to Enroll: You can sign up online or via U.S. mail delivery

- To enroll in this service, go to the *myTrueIdentity* website at www.MyTrueIdentity.com and, in the space referenced as “Enter Activation Code,” enter the 12-letter Activation Code <<Activation Code>> and follow the three steps to receive your credit monitoring service online within minutes.
- If you do not have access to the Internet and wish to enroll in a similar offline, paper-based credit monitoring service, via U.S. mail delivery, please call the TransUnion Fraud Response Services toll-free hotline at **1-855-288-5422**. When prompted, enter the six-digit telephone passcode <<Engagement Number>> and follow the steps to enroll in the offline credit monitoring service, add an initial fraud alert to your credit file, or to speak to a TransUnion representative if you believe you may be a victim of identity theft.

You can sign up for the online or offline credit monitoring service anytime between now and <<Enrollment Deadline>>. Due to privacy laws, we cannot register you directly. Please note that credit monitoring services might not be available for individuals who do not have a credit file with TransUnion or an address in the United States (or its territories) and a valid Social Security number, or are under the age of 18. Enrolling in this service will not affect your credit score.

If you have questions about your online credit monitoring benefits, need help with your enrollment, or need help accessing your credit report, or passing identity verification, please contact the *myTrueIdentity* Customer Service Team toll-free at: 1-844-787-4607, Monday-Friday: 8am-9pm, Saturday-Sunday: 8am-5pm Eastern time.

Monitor Your Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your credit reports/account statements and explanation of benefits forms for suspicious activity and to detect errors. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus, TransUnion, Experian, and Equifax. To order your free credit report, visit www.annualcreditreport.com or call 1-877-322-8228. Once you receive your credit report, review it for discrepancies and identify any accounts you did not open or inquiries from creditors that you did not authorize. If you have questions or notice incorrect information, contact the credit reporting bureau.

You have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert, a business is required to take steps to verify the consumer’s identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any of the three credit reporting bureaus listed below.

As an alternative to a fraud alert, you have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without your express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a credit freeze, you will need to provide the following information:

¹ (Policy limitations and exclusions may apply.)

1. Full name (including middle initial as well as Jr., Sr., III, etc.);
2. Social Security number;
3. Date of birth;
4. Address for the prior two to five years;
5. Proof of current address, such as a current utility or telephone bill;
6. A legible photocopy of a government-issued identification card (e.g., state driver's license or identification card); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft, if you are a victim of identity theft.

Should you wish to place a fraud alert or credit freeze, please contact the three major credit reporting bureaus listed below:

TransUnion 1-800-680-7289 www.transunion.com TransUnion Fraud Alert P.O. Box 2000 Chester, PA 19016-2000 TransUnion Credit Freeze P.O. Box 160 Woodlyn, PA 19094	Experian 1-888-397-3742 www.experian.com Experian Fraud Alert P.O. Box 9554 Allen, TX 75013 Experian Credit Freeze P.O. Box 9554 Allen, TX 75013	Equifax 1-888-298-0045 www.equifax.com Equifax Fraud Alert P.O. Box 105069 Atlanta, GA 30348-5069 Equifax Credit Freeze P.O. Box 105788 Atlanta, GA 30348-5788
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Additional Information

You can further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the credit reporting bureaus, the Federal Trade Commission (FTC), or your state Attorney General. The FTC also encourages those who discover that their information has been misused to file a complaint with them. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261.

You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement, your state Attorney General, and the FTC. This notice has not been delayed by law enforcement.

For Maryland residents, the Maryland Attorney General may be contacted at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-888-743-0023; and www.oag.state.md.us. Woodloch Pines Resort may be contacted at 731 Welcome Lake Rd, Hawley, PA 18428.

For New York residents, the New York Attorney General may be contacted at Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov>.