



Come Home To Excellence

SUDLER PROPERTY MANAGEMENT

John Hancock Center
875 N. Michigan Ave., Ste. 3980
Chicago, IL 60611
T 312.751.0900 F 312.751.1730
sudlerchicago.com

March 11, 2022

VIA ELECTRONIC MAIL

Office of the Maryland Attorney General
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202

Delivered via email to: idtheft@oag.state.md.us

RE: Sudler Property Management Security Incident

Dear Sir/Madam:

I am writing to notify you that Sudler Property Management—a real estate management company in Chicago, Illinois—learned it suffered a security incident on October 31, 2021. This attack resulted in the improper access of certain data.

Sudler was the target of a ransomware attack that involved unauthorized access to personal information. We discovered this incident when we were unable to access certain systems. We promptly notified the FBI, retained legal counsel, and engaged leading forensic/cybersecurity experts. As part of the investigation into the incident, we quickly contained the threat while securing our network against a similar attack. While the investigation was ongoing, we retained a data review firm to analyze the data the experts suspected was exfiltrated. And so we retained a data review firm to analyze the data the experts suspected was exfiltrated. While awaiting their findings, we posted notice on our website regarding the incident and provided written notice to individuals who were likely affected.

The data review firm recently finished reviewing a significant portion of the affected data. Based on their findings, we now have reason to believe that the threat actor accessed the personal information of Maryland residents. The accessed information varies by person, but it includes some combination of contact information (names and addresses) and financial information. Consistent with the applicable laws, we are in the process of mailing notice to 21 Maryland residents. This will complement notices we delivered while awaiting the data review firm's results.

The data review firm continues to analyze additional data. As they provide new findings, we will, as warranted, provide additional notices to the individuals and your office. In the meantime, we continue to bolster the security of our systems by adopting measures such as updating policies, changing passwords, strengthening login requirements, and adding multifactor authentication.

We have attached the template of the notices we are providing to Maryland residents. We did not provide credit monitoring because we identified no residents who had their Social Security Number or driver's license number impacted.

Please contact me if you have any questions or need any additional information regarding this incident.

Please contact me if you have any questions or need any additional information regarding this incident.

Sincerely,

A handwritten signature in black ink, appearing to read 'Steven Levy', with a stylized flourish at the end.

Steven Levy
President
Sudler Property Management



Come Home To Excellence

SUDLER PROPERTY MANAGEMENT

John Hancock Center
875 N. Michigan Ave., Ste. 3980
Chicago, IL 60611
T 312.751.0900 F 312.751.1730
sudlerchicago.com

<<Date>> (Format: Month Day, Year)

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country>>

NOTICE OF DATA BREACH

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

We are writing to inform you about an incident that may have exposed some of your personal information to unauthorized persons.

WHAT HAPPENED

We determined that an unauthorized third-party gained access to a limited portion of Sudler Property Management's computer system. Based on our investigation so far, we believe the third-party had access between October 30, 2021 and October 31, 2021.

WHAT INFORMATION WAS INVOLVED

We determined that the unauthorized third-party accessed some of your personal information, which may include your full name, contact information, date of birth, Social Security number, driver's license number, and financial information (bank account and routing number).

WHAT WE ARE DOING

We hired third-party experts to address this situation, perform an investigation into the unauthorized activity, and further secure our systems to help protect your information. We also notified the FBI, which did not delay this notice.

WHAT YOU CAN DO

Activate your complimentary credit monitoring – To help protect you from fraud or identity theft, we are offering a complimentary one-year membership to Experian's IdentityWorks. This product helps detect possible misuse of your personal information. To register, please:

- Ensure that you **enroll by:** <<b2b_text_6(activation deadline)>> (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: www.experianidworks.com/3bcredit
- Provide your **activation code:** <<activation code s_n>>

If you have questions or want an alternative to enrolling in Experian IdentityWorks online, please contact Experian at 877-288-8057 by <<b2b_text_6(activation deadline)>> and provide them engagement number <<b2b_text_1(engagement number)>>.

Remain vigilant – We encourage you to remain vigilant for fraud or identity theft by reviewing your account statements and free credit reports.

- You should confirm that your credit card company has the correct address on file for you and that all charges on the account are legitimate. If you discover errors or suspicious activity, you should immediately contact the credit card company and inform them that you have received this letter.
- You should obtain and review an annual free copy of your credit reports by visiting www.annualcreditreport.com or calling 1-877-322-8228. If a report is incorrect, you should contact the appropriate consumer reporting agency—Equifax, Experian, or TransUnion.

Consider placing a fraud alert or security freeze on your credit file – Consumer reporting agencies have tools you can use to protect your credit, including fraud alerts and security freezes.

- A fraud alert is a cautionary flag you can place on your credit file to notify companies extending you credit that they should take special precautions to verify your identity. You can contact any of the three consumer reporting agencies to place fraud alerts with each agency.
- A security freeze is a more dramatic step that will prevent others from accessing your credit report, which will prevent them from extending you credit. You must contact each consumer reporting agency separately to order a security freeze, and they may require you to provide them with your full name, Social Security number, date of birth, and current and previous addresses. You can obtain more information about security freezes by contacting the consumer reporting agencies or the Federal Trade Commission. You may request a credit freeze at no cost to you.

Report suspicious activity – If you believe you are the victim of identity theft, consider notifying your Attorney General, local law enforcement, or the Federal Trade Commission. You can also file a police report concerning the suspicious activity and request a copy of that report.

Contact relevant authorities – You may contact the below resources to (1) get more information on fraud alerts or security freezes and (2) learn more about protecting yourself from fraud or identity theft.

Federal Trade Commission

600 Pennsylvania Ave. NW
Washington, DC 20580
(202) 326-2222
www.ftc.gov

Equifax

P.O. Box 740241
Atlanta, GA 30374
(866) 349-5191
www.equifax.com

Experian

P.O. Box 9701
Allen, TX 75013
(888) 397-3742
www.experian.com

TransUnion

P.O. Box 2000
Chester, PA 19016
(800) 916-8800
www.transunion.com

**Maryland
Attorney General**

200 St. Paul Place, 25th Floor
Baltimore, MD 21202
(888) 743-0023 www.
marylandattorneygeneral.gov

**New York
Attorney General**

The Capitol
Albany, NY 1224
(800) 771-7755
www.ag.ny.gov

**North Carolina
Attorney General**

9001 Mail Service
Center
Raleigh, NC 27699
(919) 716-6400 www.
ncdoj.gov

**Washington, DC
Attorney General**

400 6th St. NW
Washington, DC 20001
(202) 727-3400
www.oag.dc.gov

If you live in another state, you can find your Attorney General's contact information at: <https://www.usa.gov/state-attorney-general>.

FOR MORE INFORMATION

Protecting the privacy of your personal information is important to us, and we regret any inconvenience this incident may cause you. Please know that we are doing everything that we can to assist and guide you through this process. Should you have any questions or concerns, you can contact us at 1-???-???-???? Monday through Friday 8:00 a.m. to 5:30 p.m. Central Time, excluding major U.S. holidays. Thank you for your understanding and patience.

Sincerely,



Steven Levy
President
Sudler Property Management