



LEWIS BRISBOIS BISGAARD & SMITH LLP

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January 28, 2022

VIA E-MAIL

Attorney General Brian E. Frosh
Office of the Attorney General
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202
ldtheft@oag.state.md.us

Re: Notice of Data Security Incident

Dear Attorney General Frosh:

We represent Farmers Telephone Cooperative, Inc. ("FTC"), a multi-faceted telecommunications company located in Kingstree, South Carolina. This letter is being sent because the personal information of certain Maryland residents may have been affected by a recent data security incident experienced by FTC. The incident may have involved unauthorized access to such residents' name, Social Security number and medical information.

On June 30, 2021, FTC detected a data security incident that disrupted access to certain systems. Upon discovering this, FTC immediately initiated an investigation and took steps to secure its network. This investigation involved the assistance of cybersecurity experts to determine whether sensitive information may have been accessed or acquired during the incident. As part of this, FTC launched a comprehensive data review project to analyze the potentially-impacted files and determine whether they contained personal information, which subsequently identified individuals whose personal information may have been affected. On or about January 16, 2022, FTC confirmed that personal information belonging to the above-referenced Maryland residents was included in those files and therefore may have been accessed or acquired without authorization. FTC then worked diligently to provide notification as quickly as possible. The Federal Bureau of Investigation was also notified of this incident.

FTC notified fifteen (15) potentially affected Maryland residents of this incident via the attached sample letter, or a substantially similar version, on January 28, 2022. In so doing, FTC offered notified individuals complimentary credit monitoring and identity theft restoration services through IDX. These services include credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. Please contact me should you have any questions.

Sincerely,

/s/ Kevin Yoegel

Kevin Yoegel of
LEWIS BRISBOIS BISGAARD & SMITH LLP

Encl: Sample Consumer Notification Letter



Return to IDX:
P.O. Box 308
Bedford Park, IL 60499-0308

To Enroll, Please Call:
1-833-525-2726
Or Visit:
<https://app.idx.us/account-creation/protect>
Enrollment Code: <<Enrollment>>

<<First Name>> <<Last Name>>
<<Address 1>> <<Address 2>>
<<City>>, <<State>> <<Zip Code>>

January 28, 2022

Re: Notice of Data Security Incident

Farmers Telephone Cooperative, Inc. ("FTC") is writing to inform you about an incident that may have involved your personal information. We take the privacy and security of your information very seriously. Therefore, we are writing to inform you about the incident and advise you of certain steps you can take to help protect your personal information, including activating the free credit and identity monitoring services we are offering you.

What Happened? On June 30, 2021, we discovered a data security incident impacting certain systems. We immediately launched an investigation and took steps to secure our network. We also engaged an independent digital forensics firm to assist with the investigation and determine what happened and whether sensitive information may have been accessed or acquired during the incident. Through the course of our investigation, we learned that some files were accessed or acquired and contained certain personal information. We then took steps to thoroughly review those files and identify current address information to notify you of this incident, which was completed in mid-January. Out of an abundance of caution, we are providing complimentary credit monitoring and identity theft protection services to you.

What Information Was Involved? The files that may have been accessed contained your <<variable text>>.

What Are We Doing? As soon as we discovered the incident, we took the steps described above. We also reported the incident to the Federal Bureau of Investigation and will provide whatever cooperation is necessary to help prevent fraudulent activity and facilitate prosecution of the perpetrators. In addition, we have implemented enhanced safeguards to minimize the chance that an incident like this could occur in the future. Furthermore, out of an abundance of caution, we are providing you information about steps you can take to help protect your personal information and identity theft protection services through IDX, a data security and recovery services expert. Your complimentary one-year enrollment includes: credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. Additional information about these services is included with this letter.

What You Can Do: Please read the recommendations included with this letter which you can follow to help protect your personal information. You can also enroll in the identity protection services being provided to you, at no cost, through IDX. To enroll, please visit the IDX website at <https://app.idx.us/account-creation/protect> and provide your enrollment code located at the top of this page. Please note that the deadline to enroll is April 28, 2022, though we encourage you to enroll as soon as you are able. Additional information describing the IDX services is included with this letter.

For More Information: If you have questions or need assistance, please call 1-833-525-2726 Monday through Friday from 9 a.m. to 9 p.m. Eastern Time. Please have your enrollment code ready. Protecting your information is important to us. Please know that we take this incident very seriously, and we regret any worry or inconvenience that this may cause you.

Sincerely,

Curt Gowdy

Curt Gowdy
Corporate Safety & Security Manager
Farmers Telephone Cooperative, Inc.
1101 E. Main Street
Kingstree, SC 29556

Steps You Can Take to Protect Your Personal Information

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission.

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three national credit reporting agencies:

Equifax

P.O. Box 105851
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Experian

P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 1000
Chester, PA 19016
1-800-916-8800
www.transunion.com

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

Security Freeze: You have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the Federal Trade Commission, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the Federal Trade Commission or to the Attorney General in your state.

Federal Trade Commission

600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov, and
www.ftc.gov/idtheft
1-877-438-4338

Maryland Attorney General

200 St. Paul Place
Baltimore, MD 21202
oag.state.md.us
1-888-743-0023

New York Attorney General

Bureau of Internet and Technology
Resources
28 Liberty Street
New York, NY 10005
1-212-416-8433

North Carolina Attorney General

9001 Mail Service Center
Raleigh, NC 27699
ncdoj.gov
1-877-566-7226

Rhode Island Attorney General

150 South Main Street
Providence, RI 02903
<http://www.riag.ri.gov>
1-401-274-4400

Washington D.C. Attorney General

441 4th Street, NW
Washington, DC 20001
oag.dc.gov
1-202-727-3400

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and

your rights pursuant to the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.

IDX Identity Protection Services

Website and Enrollment. Please visit <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code included with this letter.

Activate the credit monitoring provided as part of your membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

Telephone. Contact IDX at 1-833-525-2726 to speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

IDX Identity will include one-year enrollments into the following service components:

SINGLE BUREAU CREDIT MONITORING - Monitoring of credit bureau for changes to the member's credit file such as new credit inquires, new accounts opened, delinquent payments, improvements in the member's credit report, bankruptcies, court judgments and tax liens, new addresses, new employers, and other activities that affect the member's credit record.

CYBERSCAN™ - Dark Web monitoring of underground websites, chat rooms, and malware, 24/7, to identify trading or selling of personal information like SSNs, bank accounts, email addresses, medical ID numbers, driver's license numbers, passport numbers, credit and debit cards, phone numbers, and other unique identifiers.

IDENTITY THEFT INSURANCE - Identity theft insurance will reimburse members for expenses associated with restoring their identity should they become a victim of identity theft. If a member's identity is compromised, the policy provides coverage for up to \$1,000,000, with no deductible, from an A.M. Best "A-rated" carrier. Coverage is subject to the terms, limits, and/or exclusions of the policy.

FULLY-MANAGED IDENTITY RECOVERY – IDX's fully-managed recovery service provides restoration for identity theft issues such as (but not limited to): account creation, criminal identity theft, medical identity theft, account takeover, rental application, tax fraud, benefits fraud, and utility creation. This service includes a complete triage process for affected individuals who report suspicious activity, a personally assigned ID Care Specialist to fully manage restoration of each case, and expert guidance for those with questions about identity theft and protective measures.