



MULLEN
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January 24, 2022

VIA E-MAIL

Office of the Attorney General
Security Breach Notification
200 St. Paul Place, 25th Floor
Baltimore, MD 21202
E-mail: idtheft@oag.state.md.us

Re: Notice of Data Event

Dear Sir or Madam:

We represent San Luis Obispo County YMCA (“SLO County YMCA”), located at 1020 Southwood Drive, San Luis Obispo, California 93401, and write to notify your office of an incident that may affect the security of some personal information relating to one (1) Maryland resident. This notice will be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, SLO County YMCA does not waive any rights or defenses regarding the applicability of Maryland law, the applicability of the Maryland data event notification statute, or personal jurisdiction.

Nature of the Data Event

On July 19, 2021, SLO County YMCA learned that it was the target of a cyber-attack. SLO County YMCA promptly contacted the authorities and took steps to secure its systems. It also commenced an investigation into the nature and scope of the incident. The investigation determined that, as part of the cyber-attack, an unauthorized actor gained access to certain portions of SLO County YMCA’s network on or around July 19, 2021. The investigation could not conclusively rule out access to data present in these parts of the network at the time of the attack. While the investigation did not identify evidence that the information potentially accessed by the unauthorized actor was copied or transferred outside from the server, in an abundance of caution, SLO County YMCA undertook a thorough review of all potentially affected data to identify what information was present and to whom it related. This process to catalogue the data was completed on or around October 12, 2021. SLO County YMCA then worked to reconcile the information with its internal records to identify contact information. This process has required a diligent manual review of internal records. The potentially affected information related to the Maryland resident includes name and financial account number.

Notice to Maryland Resident

On or about January 24, 2022, SLO County YMCA provided written notice of this incident to potentially affected individuals, which includes one (1) Maryland resident. Written notice is being provided in substantially the same form as the letter attached here as *Exhibit A*.

Other Steps Taken and To Be Taken

Upon discovering the event, SLO County YMCA promptly took steps to secure its systems and conduct a diligent investigation to confirm the full nature and scope of the incident. While it has safeguards in place to protect the data in its care, SLO County YMCA is also working to implement additional technical safeguards. Additionally, through its written notice, SLO County YMCA is providing the potentially affected impacted individual with information on how to place a fraud alert and security freeze on their credit file, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud. SLO County YMCA is further providing this individual with access to credit monitoring services at no cost to the individual.

Contact Information

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (267) 930-4773.

Very truly yours,



M. Alexandra Belton of
MULLEN COUGHLIN LLC

MABB/ljw
Enclosure

EXHIBIT A

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

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

<<b2b_text_1(NOTICE OF SECURITY INCIDENT / DATA BREACH)>>

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>:

San Luis Obispo County YMCA (“SLO County YMCA”) is writing to make you aware of an event that may affect the security of some of your information. This notice provides you with information about the event, our response, and steps you may take to better protect your information, should you feel it is appropriate to do so.

What Happened? On July 19, 2021, SLO County YMCA learned that it was the target of a cyber-attack. We promptly contacted the authorities and took steps to secure our systems and commenced an investigation into the nature and scope of the incident. The investigation determined that, as part of the cyber-attack, an unauthorized actor gained access to certain, limited, portions of our network on or around July 19, 2021. The investigation could not conclusively rule out access to data present in these parts of the network at the time of the attack, but there is no indication that we found that any of the information potentially accessed by the unauthorized actor was copied or transferred outside of our server. Nonetheless, in an abundance of caution, we undertook a thorough review of all potentially affected data to identify what information was present and to whom it related. This process to catalogue the data was completed on or around October 12, 2021. We then worked quickly to reconcile the information with our internal records to identify contact information. We are providing this notice to you because we found your information in the relevant data.

What Information Was Involved? Based on our investigation, your <<b2b_text_2(name, data elements)>> were present in the relevant data. Please note, we have no evidence of any actual or attempted misuse of personal information as a result of the event.

What We Are Doing. The confidentiality, privacy, and security of information within our care are among SLO County YMCA’s highest priorities. Upon learning of the event, we immediately took steps to secure our systems and investigate the full scope of the incident. While our investigation of and response to the event are ongoing, we have taken additional steps to further enhance the security of our systems. In an abundance of caution, we are also notifying potentially affected individuals, including you, and providing information on steps you may take to best protect your information, should you feel it is appropriate to do so. We are also offering you access to credit and identity monitoring services for one year at no cost to you as an added precaution. Information on how to activate these services may be found in the attached “*Steps You Can Take to Help Protect Personal Information.*”

What You Can Do. We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your free credit reports for suspicious activity and to detect errors. We also encourage you to review the information contained in the attached “*Steps You Can Take to Help Protect Personal Information*” and to activate the credit and identity monitoring services we are making available to you.

For More Information. We understand that you may have questions about this incident that are not addressed in this letter. If you have additional questions, please call our dedicated assistance line at [call center number], Monday-Friday: 6 am-3:30 pm PST.

We sincerely regret any inconvenience or concern this incident may cause you. SLO County YMCA remains committed to safeguarding information in our care, and we will continue to take proactive steps to enhance the security of our systems.

Sincerely,

A handwritten signature in black ink that reads "Monica Grant". The script is fluid and cursive, with the first name "Monica" written in a larger, more prominent style than the last name "Grant".

Monica Grant
Chief Executive Officer
San Luis Obispo YMCA

STEPS YOU CAN TAKE TO PROTECT PERSONAL INFORMATION

Activate Your Identity Monitoring Services

Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

Visit <https://enroll.krollmonitoring.com> to activate and take advantage of your identity monitoring services.

You have until <<b2b_text_6(activation deadline)>> to activate your identity monitoring services.

Membership Number: <<Membership Number s_n>>



TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services from Kroll:

Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.

To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers have the right to place an initial or extended "fraud alert" on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, 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, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers 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 the consumer's 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 to take control over who gets access to the personal and financial information in your credit report 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 security freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;

6. A legible photocopy of a government-issued identification card (state driver's license or ID card, etc.); 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 credit freeze, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
888-298-0045	1-888-397-3742	833-395-6938
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

Additional Information

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. 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 and your state Attorney General. 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; 1-410-528-8662 or 1-888-743-0023; and www.oag.state.md.us. SLO County YMCA is located at 1020 Southwood Dr., San Luis Obispo, California 93401.