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January 6, 2022

Via Email (IDTHEFT@OAG.STATE.MD.US)

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

Re: Notification of Data Security Incident

Dear Attorney General Frosh:

I represent Ballester Hermanos, Inc. ("Ballester"), an alcohol beverage wholesaler located in Cataño, Puerto Rico. I am sending this letter pursuant to Md. Code Ann. Com. Law § 14-3504(h) because on December 24, 2021, Ballester learned that personal information of two (2) Maryland residents had been exposed to an unknown third party following a hacking attack. The type of personal information included Social Security number.

As part of our investigation on behalf of Ballester, an external forensics consultant was retained to determine what happened and whether any individual's data had been accessed or acquired without authorization. Although the consultant has only begun its forensic investigation, out of an abundance of caution, Ballester, through its notification consultant, is currently in the process of issuing notification letters to the impacted population by January 7, 2022, and is providing these individuals with 12 months of complimentary identity protection services, which consists of 12 months of credit monitoring, a \$1,000,000 identity fraud loss reimbursement policy, fraud consultation, and identity theft restoration, with instructions on how to enroll.

Over the years, Ballester has dedicated significant resources and investment to safeguard information and, in light of evolving cybersecurity threats, will continue to reinforce its security infrastructure to reduce the likelihood of a similar event occurring in the future.

A copy of the template notification letter to the affected residents of Maryland is enclosed. Please contact me if you have any questions.



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Kind Regards,

DYKEMA GOSSETT PLLC

Cinthia Granados Motley

Enclosure



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

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

RE: Important Security Notification
Please read this entire letter.

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

The protection of your information is a priority for Ballester Hermanos. Therefore, we are writing to inform you of a security incident that potentially involved some of your personal information. At this time, there is no evidence of any attempt to misuse any of your personal information. Nevertheless, we take this matter very seriously and understand the personal nature of the information at issue, which is why we are offering you complimentary identity monitoring service as described below.

What Happened

On December 24, 2021, Ballester Hermanos learned that your personal information was potentially exposed to a third party following a cybersecurity incident ("Incident"). Immediately upon discovery of the Incident, we engaged our cybersecurity team and independent forensic consultants to investigate and contain the Incident. At this time, there is no evidence of any attempt to misuse any of your personal information.

What Information Was Involved

Your potentially exposed personal information may have included name and Social Security number.

What we are doing.

The privacy and security of your personal information is of the highest importance to us. Upon learning of the incident, we notified law enforcement, initiated an investigation, and took measures designed to control and monitor the situation. Thus far, we have no evidence of further inappropriate activity.

In addition, to help safeguard your identity, we are offering a complimentary **12** months of identity monitoring services provided by Kroll. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained a potential exposure of personal information. 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>>

For more information about Kroll and your Identity Monitoring services, you can visit info.krollmonitoring.com.

Again, at this time, there is no evidence that your information has been misused. However, we encourage you to take full advantage of this service offering. Please review the enclosed document from Kroll containing additional information. Representatives have been fully versed on the incident and can answer questions or concerns you may have regarding how to help safeguard your personal information. Should you have questions or concerns regarding this matter, please do not hesitate to contact us at (855) 618-3182, Monday through Friday from 9:00 a.m. to 6:30 p.m. Eastern Time or go to bhipr.kroll.com.

Sincerely,

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

Romulo J. Corrada
Chief Financial Officer
Ballester Hermanos, Inc

ADDITIONAL RESOURCES

Contact information for the three nationwide credit reporting agencies:

Equifax, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111

Experian, PO Box 2104, Allen, TX 75013, www.experian.com, 1-888-397-3742

TransUnion, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-888-4213

Free Credit Report. It is recommended that you remain vigilant by reviewing account statements and monitoring your credit report for unauthorized activity, especially activity that may indicate fraud and identity theft. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting agencies.

To order your annual free credit report, please visit **www.annualcreditreport.com** or call toll-free at **1-877-322-8228**.

You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at www.consumer.ftc.gov) to:

Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents:

You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

Fraud Alerts. There are two types of fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft and you have the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by contacting any of the three national credit reporting agencies.

Security Freeze. You can place a security freeze, also known as a credit freeze, on your credit report free of charge.

A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you may use an online process, an automated telephone line, or submit a written request to any of the three credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that, if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past 5 years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible and display your name, current mailing address, and the date of issue.

Federal Trade Commission and State Attorneys General Offices. If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or minimize the risks of identity theft.

You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, www.ftc.gov/bcp/edu/microsites/idtheft/, 1-877-IDTHEFT (438-4338).

For Maryland residents: You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, www.oag.state.md.us, 1-888-743-0023.

For North Carolina residents: You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, www.ncdoj.gov, 1-877-566-7226.

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

For Connecticut residents: You may contact the Connecticut Office of the Attorney General, 165 Capitol Avenue, Hartford, CT 06106, 1-860-808-5318, www.ct.gov/ag.

For Massachusetts residents: You may contact the Office of the Massachusetts Attorney General, 1 Ashburton Place, Boston, MA 02108, 1-617-727-8400, www.mass.gov/ago/contact-us.html

Reporting of identity theft and obtaining a police report.

For Iowa residents: You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

For Massachusetts residents: You have the right to obtain a police report if you are a victim of identity theft.

For Oregon residents: You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.



TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

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

Triple Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data at any of the three national credit bureaus—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.