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April 13, 2022

VIA ELECTRONIC DELIVERY

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

Re: Notice of Data Security Incident

Dear Attorney General Frosh,

I write on behalf of my client, NortonLifeLock Inc., located at 60 E Rio Salado Pkwy, Ste 1000, Tempe, AZ 85281 ("NortonLifeLock"), to inform you of a recent event that may affect the security of personal information of two Maryland residents.

NortonLifeLock recently was notified by one of its customer sales call center vendors about a data security issue affecting customer information. NortonLifeLock's investigation to date has determined the call center agent retained customer information, including first and last name, address, phone number, e-mail address, credit card number, credit card expiration date, and credit card CVV in violation of company policy. As a sales agent, this individual was authorized to access this information to assist with product purchases, but stored such information for longer than authorized and shared it with unaffiliated third parties without authorization.

On or about April 13, 2022, pursuant to Md. Code. Com. Law §§14–3505, NortonLifeLock will begin mailing notification letters, in the same or substantially similar form as enclosed herein, to Maryland residents, which will include an offer of complimentary credit monitoring and fraud protection services for a period of twelve months.

Please do not hesitate to contact me if you have any questions regarding this matter.

Sincerely,

WILSON SONSINI GOODRICH & ROSATI
Professional Corporation

Megan Kayo

Enclosure



[FirstName] [LastName]

[Address1]

[Address2]

Dear [Salutation] [LastName]:

We write to notify you of an incident involving your personal information.

On April 7, 2022, we were notified by one of our customer sales call center vendors about a security issue. We conducted an investigation and determined that a call center agent who assisted you with a customer service issue on or about April 2, 2022 retained your name, address, phone number, e-mail address, credit card number, credit card expiration date, and credit card CVV code in violation of company policy. As a sales agent, this individual was authorized to access this information to assist with product purchases, but stored such information for longer than authorized and shared it with unaffiliated third parties without authorization.

It is important that you remain vigilant by reviewing account statements and monitoring free credit reports and that you report suspected incidents of identity theft to local law enforcement or your state attorney general.

As detailed in this letter, please review your financial accounts, including your bank and credit card accounts, and if you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained and let them know which charges were unauthorized.

We deeply regret this incident and have taken a number of steps to prevent its reoccurrence. The agent has been terminated and no longer has access to our systems, and we are planning to refer the agent to law enforcement so that law enforcement may begin a criminal investigation into the agent's conduct. This notification has not been delayed due to law enforcement investigation.

NortonLifeLock places the utmost value on your trust and security.

To assist you in this matter, NortonLifeLock would also like to offer you its Norton 360 with Ultimate Plus with one (1) year subscription at no charge.

This service is our most comprehensive, all-in-one protection for your devices, online privacy, and identity. Please visit <https://us.norton.com/products/norton-360-lifelock-ultimate-plus> for more information on this product.

If you are a current customer, you won't need to take any additional steps, as we will apply the change to your account. If you are not a member or would like additional information about this incident, please contact us at consumerescalations@nortonlifelock.com or 1-800-607-8094.

Sincerely,

NortonLifeLock

Steps You Can Take to Further Protect Your Information

- **Review Your Account Statements**

As a precautionary measure, we recommend that you review 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, or the Federal Trade Commission. In some states, you may also obtain a police report regarding this incident.

- **Credit Report Monitoring**

You may obtain a free copy of your credit report from each of the 3 major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com>, calling toll-free 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 can print a copy of the request form at <http://www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf>. Or you can elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies shown below.

Equifax (800) 685-1111 www.equifax.com P.O. Box 740241 Atlanta, GA 30374	Experian (888) 397-3742 www.experian.com 535 Anton Blvd., Suite 100 Costa Mesa, CA 92626	TransUnion (800) 916-8800 www.transunion.com P.O. Box 6790 Fullerton, CA 92834
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- **Additional Free Resources on Identity Theft**

You may wish to review the tips provided by the Federal Trade Commission on how to avoid identity theft. You can reach the FTC's Consumer Response Center at 1-877-FTC-HELP (1-877-382-4357), or for more information about identity theft, please visit <http://www.identitytheft.gov> or call 1-877-ID-THEFT (877-438-4338). A copy of Taking Charge: What to Do if Your Identity is Stolen, a comprehensive guide from the FTC to help you guard against and deal with identity theft, can be found on the FTC's website at <http://www.ftc.gov/bcp/edu/pubs/consumer/idtheft/idt04.shtm>.

For District of Columbia residents, the District of Columbia Attorney General may be contacted at: 441 4th St. NW #1100 Washington, D.C. 20001; 202-727-3400; and oag@dc.gov.

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.

For Rhode Island residents, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; www.riag.ri.gov; and 1-401-274-4400. Under Rhode

Island law, you have the right to obtain any police report filed in regard to this incident. Based on the investigation to date, there is 1 Rhode Island resident impacted by this incident.

- **Fraud Alert**

You may consider placing a fraud alert on your credit report. This fraud alert statement 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**

Pursuant to federal law, you have the right to put a security freeze on your credit file free of charge. 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.