

April 26, 2022



Norton Rose Fulbright US LLP
1225 Seventeenth Street
Suite 3050
Denver, Colorado 80202
United States

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

David Kitchen
Partner
Direct line 303 801 2719
david.kitchen@nortonrosefulbright.com

Re: Notice of Security Incident

Dear Sir or Madam:

I am writing on behalf of my client, Houston-Galveston Area Council ("H-GAC"), to provide an update regarding a security incident that occurred at H-GAC that involves the personal information of two Maryland residents.¹

On December 29, 2021, H-GAC learned of suspicious activity within their network. In response, H-GAC immediately took action to secure the network and launched an investigation with the assistance of cybersecurity and forensic specialists. H-GAC also notified federal law enforcement.

The investigation determined that an unauthorized actor gained access to certain systems within the H-GAC environment in order to deploy ransomware and copy files from the network. H-GAC conducted a review of the documents copied by the unauthorized actor and determined that the data obtained by the unauthorized actor included personal information of two Maryland residents, including their name, Social Security number, and/or financial account information. H-GAC is currently unaware of any resulting identity theft, fraud, or misuse of the individuals' information stemming from this incident.

Beginning today, H-GAC is notifying the Maryland residents via First Class Mail. Enclosed is a sample copy of the letter being mailed to the two Maryland residents. H-GAC is offering 12 months of complimentary credit monitoring and identity protection services through Experian to the two Maryland residents as well as a toll free hotline for the individuals to call with any questions they may have.

¹ This notice does not waive H-GAC's objection that Maryland lacks personal jurisdiction over it regarding any claims related to this data security incident.

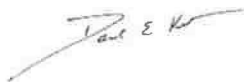
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H-GAC is taking steps to review its existing security policies and procedures to enhance the security of data in their possession. If you have any questions or need further information regarding this incident, please contact me.

Sincerely,



David Kitchen
Partner

Enclosure

Houston-Galveston Area Council
Mail Handling Services
777 E Park Dr
Harrisburg, PA 17111



D-921

April 26, 2022

Dear [REDACTED]:

Notice of Data Breach

At Houston-Galveston Area Council, we take the privacy and security of personal information very seriously. We are writing to let you know about a data security incident we recently addressed that involved some of your personal information. This notice explains the incident, measures we have taken in response, and some steps you may consider taking to help protect your information.

What Happened?

On December 29, 2021, H-GAC learned of suspicious activity within our network. We immediately launched an investigation with the assistance of cybersecurity and forensic specialists and took steps to ensure the security of our network. Our investigation determined that an unauthorized individual had accessed H-GAC's network, deployed ransomware, and downloaded files from our network. We conducted a review of the involved files and determined, in March of 2022, that some of those files include your personal information. While we have no knowledge of any misuse of any personal information as a result of this incident, we wanted you to be aware and to know that we take it seriously.

What Information Was Involved?

The files that were downloaded contain information relating to you which may include your name, address, driver's license number, Social Security number, and/or financial account information.

What We Are Doing.

The privacy and security of personal information is one of our highest priorities and H-GAC has security measures in place to protect information in our care. Upon discovering this incident, we immediately took steps to investigate this incident and further secure our network.

As an added precaution we are offering a complimentary one-year membership of Experian's® IdentityWorksSM Credit 3B. This product provides you with identity detection and assistance in resolving identity theft. For information on how to enroll in this complimentary product, see the steps that follow this letter.

What You Can Do.

While there is no evidence that any of your information was misused as a result of this incident, we nonetheless encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious activity. If you identify any unauthorized charges on your financial account statements, you should immediately report any such charges to your financial institution. As explained above, we are also providing you complimentary credit monitoring and identify theft protection services. For additional information on steps you can take to protect your identity, please review the information included with this letter.

For More Information.

We recognize that you may have questions not addressed in this letter. For more information, or if you have any questions or need additional information, please call (888) 603-2588 between 8:00 AM and 5:00 PM Central time, Monday through Friday.

We sincerely regret any inconvenience this incident may cause you. Protecting information entrusted to H-GAC is very important to us, and we remain committed to safeguarding the information in our care.

Sincerely,

A handwritten signature in black ink, appearing to read 'CW' or 'Chuck Wemple', written in a cursive style.

Chuck Wemple
Executive Director

EXPERIAN'S® IDENTITYWORKSSM CREDIT 3B ACTIVATION

To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: 7/12/2022** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bcredit>
- Provide your **activation code:** [REDACTED]

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at **877.288.8057** by **7/12/2022**. Be prepared to provide engagement number [REDACTED] as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12 MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARETM:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at **877.288.8057**. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for 12 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** * The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

ADDITIONAL STEPS YOU CAN TAKE

Free Credit Report. Regardless of whether you choose to take advantage of the complimentary identity monitoring, it is always advisable to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. If you identify any unauthorized charges on your financial account statements, you should immediately report any such charges to your financial institution. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. 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. Contact information for the three nationwide credit reporting companies is as follows:

Equifax	Experian	TransUnion
Phone: 1-800-685-1111 P.O. Box 105788 Atlanta, Georgia 30348 www.equifax.com	Phone: 1-888-397-3742 P.O. Box 2390 Allen, Texas 75013 www.experian.com	Phone: 1-800-888-4213 P.O. Box 1000 Chester, PA 19016 www.transunion.com

For Colorado and Maryland 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).

Security Freeze. Security freezes, also known as credit freezes, restrict access to your credit file, making it harder for identity thieves to open new accounts in your name. You can freeze and unfreeze your credit file for free. You also can get a free freeze for your children who are under 16. And if you are someone's guardian, conservator or have a valid power of attorney, you can get a free freeze for that person, too.

How will these freezes work? Contact all three of the nationwide credit reporting agencies – Equifax, Experian, and TransUnion. If you request a freeze online or by phone, the agency must place the freeze within one business day. If you request a lift of the freeze, the agency must lift it within one hour. If you make your request by mail, the agency must place or lift the freeze within three business days after it gets your request. You also can lift the freeze temporarily without a fee.

Don't confuse freezes with locks. They work in a similar way, but locks may have monthly fees. If you want a free freeze guaranteed by federal law, then opt for a freeze, not a lock.

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 five 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, display your name and current mailing address, and the date of issue. You may obtain information from the credit reporting agencies and the FTC about security freezes.

Upon receiving a request for a security freeze, each credit bureau will provide you with a unique identification number or password. Keep the number or password secure, as you will need it if you choose to lift the freeze. If you request a freeze be lifted (either temporarily or entirely), a credit bureau must lift the freeze within one hour if it is requested online or via phone. If requested by mail, a credit bureau must lift the freeze no later than three business days after receipt.

Fraud Alerts. You may ask that a fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. A fraud alert tells businesses that check your credit that they should check with you before opening a new account. An initial fraud alert stays on your credit report for one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report. You may obtain additional information from the credit reporting agencies and the FTC about fraud alerts.

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 avoid 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.

Reporting of identity theft and obtaining a police report.

You have the right to obtain any police report filed in the United States in regard to this incident. If you are the victim of fraud or identity theft, you also have the right to file a police report.

If you know or suspect you are a victim of tax-related identity theft, the IRS recommends these steps:

Respond immediately to any IRS notice; call the number provided or, if instructed, go to IDVerify.irs.gov.

Complete IRS Form 14039, Identity Theft Affidavit, if your e-filed return rejects because of a duplicate filing under your SSN or you are instructed to do so. Use a fillable form at IRS.gov, print, then attach the form to your return and mail according to instructions.

Continue to pay your taxes and file your tax return, even if you must do so by paper.

If you previously contacted the IRS and did not have a resolution, contact the IRS for specialized assistance at 1-800-908-4490.