

May 4, 2022

The Honorable Brian Frosh
Attorney General for the State of Maryland
Office of the Attorney General
200 St. Paul Place
Baltimore, MD 21202

Dear Attorney General Frosh,

We write to inform you that a security breach occurred at the Lustbader Law Firm (Livingston, NJ), a vendor that provides NYSIF with workers' compensation insurance legal services. This matter did not involve NYSIF's network or systems in any way.

What Happened?

On March 25, 2022, a NYSIF vendor, the Lustbader Law Firm ("Lustbader"), identified a security matter involving unauthorized access to one of its employee's email accounts by an outside actor. Upon discovering the incident, the vendor immediately terminated the unauthorized access, changed the employee's credentials, and an investigation was initiated to determine what happened. During the incident, the outside actor had access to the Lustbader employee's email account, which was used to communicate with NYSIF regarding 1744 workers' compensation claimants.

What Information Was Involved?

Lustbader notified NYSIF on March 26, 2022, that their employee's email account was compromised. The vendor cannot say with certainty which emails or attachments may have been accessed or acquired by the outside actor. The information in the employee's email included, but was not limited to, such PII, PHI, employer and insurance information as: social security numbers, date of birth, address, medical information, employer information and claims information.

What NYSIF is Doing

NYSIF has notified the 2 Maryland claimants and has arranged for credit monitoring services at no cost to the affected parties through SONTIQ TransUnion IdentityForce for 12 months. With our notification, NYSIF also provided detailed information on how to protect against identity theft and fraud, including contact information for the three major credit bureaus.

What Lustbader Law Firm has done

Specifically, Lustbader has changed email passwords, implemented multi-factor authentication, signed out of all devices, checked for unwanted message rules, forwards and connectors, and ran in depth scans of their local computers and changed passwords. Lustbader continues to take actions to reinforce its existing security protocols and processes to reduce the likelihood of this situation occurring in the future.

Sincerely,

Lawrence Montle
Chief Information Security and Data Privacy Officer