

Notice of Breach of Security System
To the Maryland Insurance Commissioner

This Notice of Breach form must be completed if the carrier: (i) conducts an investigation required under § 14-3504(b) or (c) of the Commercial Law Article; and (ii) determines that the breach of the security of the system creates a likelihood that personal information has been or will be misused.

Company Name: State Farm Mutual Automobile Insurance Company

Name of person filing this Notice: Luis Berrios Phone Number: 309-763-5189

Email Address: luis.berrios.ux60@statefarm.com

Provide a brief description of the circumstances of the security breach.

As the Privacy Official of State Farm, I am providing you this notice pursuant to Maryland Insurance Bulletin 19-14. This security breach involved five Maryland residents.

This incident involves a vendor which assists with subrogation recoveries for State Farm auto and fire claims. On April 7, 2022, State Farm was notified of a ransomware attack that occurred to the vendor's system on January 7, 2022 that resulted in a potential compromise of State Farm data. The vendor's IT consulting firm found that while the attacker gained access to the system, the ransomware was strictly destructive and there is no evidence that data was exfiltrated, copied, stolen or downloaded during the attack. There was no internal or external propagation. Upon discovery, the vendor took steps to secure its network and has since enhanced their antivirus technology and increased real time monitoring systems, while also encrypting data at rest. While the vendor attested the data was not stolen, because the threat actor had access to the unencrypted data, out of an abundance of caution, we have declared the event to be a breach.

The investigation revealed that the viewable information for the Maryland residents included their names, addresses, dates of birth, medical and health information and one driver's license number.

State Farm provided notification in the form of a letter by US Mail to five affected individuals, including three Maryland residents, because of this incident. Free credit monitoring was offered for a period of 12 months to one of the impacted Maryland individuals whose driver's license number was viewable. A copy of the notification letter mailed today is attached.

It was determined that the Maryland Attorney General, Washington Department of Insurance and New York Department of Financial Services will be notified of this event. As such, we provide notice to the Maryland Insurance Administration pursuant to Bulletin 19-14.

In addition to the above, this Notice must be accompanied by the following documents:

- A form copy of all notifications sent to consumers as a result of the security breach.
- A copy of the notice of a breach of the security of a system submitted to the Maryland Attorney General, as required under § 14-3504(h).

MARYLAND INSURANCE ADMINISTRATION

MARKET CONDUCT ACTION

CERTIFICATE OF COMPLIANCE

Pursuant to Code of Maryland Regulations (“COMAR”) 31.04.20.05 E, I Luis Berrios hereby certify to the best of my knowledge, information, and belief, that the information hereto submitted to the Maryland Insurance Administration (“Administration”) represents a full, complete, and truthful Notice, as required under Insurance Article, § 4-406, Annotated Code of Maryland.

I further attest that I am an authorized officer/representative of the Company, that I have undertaken an adequate inquiry to provide this certification to the Commissioner, and am authorized to bind the company to the responses provided.

Signature: 

Print Name: Luis Berrios

Company: State Farm Mutual Automobile Insurance Company

Title: State Farm Mutual Automobile Insurance Company

Date: May 27, 2022

State Farm Mutual Automobile Insurance Company, its affiliates and subsidiaries

One State Farm Plaza
Bloomington, IL 61710-0001

May 27, 2022

Name
Street Address
City, State Zip Code

RE: ISRR 04081457-2022

Dear Name,

Notice of Data Breach

Your privacy is important to State Farm®, which is why we are writing about a data security incident that involves your personal information.

What Happened

In January, a State Farm vendor discovered they were unable to access their system. The vendor launched an investigation to determine the scope of the activity and what information may have been affected. Their investigation determined there was a ransomware attack to their systems on January 7, 2022 that may have impacted your personal information.

What Information Was Involved

At the time of the event, your name, address, date of birth, driver's license number and claim number were in their system.

What We Are Doing

The confidentiality, privacy, and security of your information are among our highest priorities. Upon learning of the activity, we immediately took steps to investigate the event. We have been advised by the vendor that no data was stolen during the attack, but we are notifying you out of an abundance of caution.

What You Can Do

As a precaution, we are offering you a free one-year subscription to *myTrueIdentity*, a credit monitoring and identity theft protection service provided by TransUnion Interactive, a subsidiary of TransUnion®, one of the three nationwide credit reporting companies. This optional service will provide you with a copy of your credit report, monitor your credit files, notify you of certain suspicious activities that could indicate potential identity theft, and provide up to \$1,000,000 Identity Theft insurance for you and your covered family members if you are victims of identity theft.

- To learn more and enroll in an **online service**:
 - Go to www.mytrueidentity.com
 - In the "Enter Activation Code" space, enter the following 12-letter Activation Code
<<Insert 12-letter Activation Code>>
 - Follow the steps to receive your online credit monitoring service.
- To enroll for a **service delivered via mail**:
 - Call the TransUnion Fraud Response Services toll-free hotline at 1-855-288-5422 (Available 24/7).
 - When prompted, enter the following 6-digit telephone pass code: **<<Insert 6-digit Telephone Pass Code>>**

- Follow the steps to enroll in the offline credit monitoring service.

This offer will be available until **insert expiration date** (60 days from date on letter). For more information, please see the "Frequently Asked Questions" at the end of this letter.

We offer the following information for general awareness:

- You should remain vigilant for the next 12 months by reviewing and monitoring your accounts and credit reports. If you do find suspicious activity on your accounts, call your local police or state Attorney General's office to file a report. You have a right to obtain a police report if you are a victim of identity theft. Information about identity theft, fraud alerts, and security freezes can be obtained from the sources listed below.
- You are entitled to receive a free credit report from each of the three credit reporting agencies below every 12 months, and you may ask for a fraud alert on your credit report. A fraud alert tells creditors to contact you before any credit is issued or changes to your accounts are made, and generally stays in place for 90 days. For more information, contact one of the credit reporting agencies below:
 - **Equifax:** 800-525-6285; www.equifax.com; P.O. Box 105069, Atlanta, GA 30348-5069
 - **Experian:** 888-397-3742; www.experian.com; P.O. Box 9554, Allen, TX 75013
 - **TransUnion:** 800-680-7289; www.transunion.com; P.O. Box 2000, Chester, PA 19016
- You may place a security freeze (also known as a credit freeze) on your credit file. A security freeze is designed to prevent potential creditors from accessing your credit report at the three national credit agencies without your consent. You must separately place a security freeze on your credit file at each credit agency listed above. Because the instructions differ from state to state, please contact the three credit agencies below to find out more information.
 - **Equifax:** 888-298-0045; www.equifax.com; P.O. Box 105788, Atlanta, GA 30348-5788
 - **Experian:** 888-397-3742; www.experian.com; P.O. Box 9554, Allen, TX 75013
 - **TransUnion:** 888-909-8872; www.transunion.com; P.O. Box 2000, Chester, PA 19016
- Additional guidance on what identity theft is and how to report suspected fraudulent transactions can be obtained from the Federal Trade Commission (FTC):
 - **Phone:** 877-ID-THEFT (438-4338); or TTY: 866-653-4261
 - **Online:** www.ftc.gov/IDTheft and/or www.identitytheft.gov
 - **U.S. Mail:** Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580
- Additional guidance on what identity theft is and steps you can take to avoid identity theft can be obtained from the Maryland Office of the Attorney General's Consumer Protection Division.
 - **Phone:** 888-743-0023
 - **Online:** www.marylandattorneygeneral.gov
 - **U.S. Mail:** 200 ST. Paul Place, Baltimore, MD 21202

For More Information

I regret the inconvenience and concern this situation may have caused you. If you have questions about this incident, please contact your agent, or call us at 844-351-8206.

Sincerely,

Kelley Bott
Office of Privacy, Manager
State Farm®

Frequently Asked Questions

1 – Should I place a fraud alert with one of the credit reporting agencies?

The person affected should make that decision. You should consider that for a while, a fraud alert could slow down the credit application process. An initial fraud alert stays in place for 90 days.

2 – Should I obtain a free copy of my credit report?

There is no apparent downside to doing so. Obtaining a free copy of your credit report every 12 months is something all consumers should consider. To obtain your free credit reports from Equifax, Experian, and TransUnion. Go to www.annualcreditreport.com or call 1-877-322-8228.

3 – If I choose to take advantage of the *myTrueIdentity* credit monitoring service, how do I enroll?

- To enroll in an online service:
 - Go to www.mytrueidentity.com
 - In the “Enter Activation Code” space, enter the following 12-letter Activation Code provided for you in this letter.
 - Follow the steps to receive your online credit monitoring service.
- To enroll for a service delivered via mail:
 - Call the TransUnion Fraud Response Services toll-free hotline at 1-855-288-5422 (Available 24/7).
 - When prompted, enter the following 6-digit telephone pass code provided for you in this letter.
 - Follow the steps to enroll.

4 – What if I have problems enrolling in the complimentary online *myTrueIdentity* credit monitoring service?

Contact TransUnion's *myTrueIdentity* toll-free customer service number at 844-787-4607. Their hours are: Monday-Thursday, 8:00 a.m.-midnight, and Friday-Sunday, 8:00 a.m.-8:00 p.m. (ET).

5 – What do I get with my TransUnion credit monitoring service enrollment?

- Unlimited access to your Credit Report, Credit Score and Credit Monitoring service for one year.
- Assistance if you become a victim of Identity Theft.
- Up to \$1,000,000 Identity Theft Insurance if you are a victim of Identity Theft (see www.mytrueidentity.com for details).