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June 23, 2022

Via Email (idtheft@oag.state.md.us)

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

RE: Security Breach Notification

To Whom It May Concern:

We serve as counsel for Bergen's Promise, Inc ("Bergen's Promise"), located at 3 University Plaza Drive, Suite 300, Hackensack, NJ 07601. We write to provide notification of a recent data security incident. By providing this notice, Bergen's Promise does not waive any rights or defenses under Maryland law, including the data breach notification statute.

On November 15, 2021, Bergen's Promise learned of suspicious activity affecting an employee email account. Bergen's Promise immediately began an investigation and engaged third-party specialists to determine the nature and scope of the activity. The Bergen's Promise investigation subsequently determined that an unauthorized party gained access to certain employee email accounts between November 15 and November 18, 2021. While the investigation found no evidence to suggest any information within the potentially impacted accounts was misused, the investigation could not rule out access to information in those accounts. Therefore, Bergen's Promise undertook a thorough review of the potentially impacted accounts to determine the information contained therein and to whom the information related. The review was completed on March 29, 2022, at which time Bergen's Promise began a time consuming and manual search to obtain address information for the potentially impacted individuals.

At this time, Bergen's Promise is aware of information related to one (1) resident of Maryland who may have been impacted by this incident. The information potentially impacted for this individual includes Social Security number and financial account number.

Bergen's Promise provided written notice to the potentially impacted individual via First Class U.S. Mail on June 3, 2022. A copy of the notice is attached as ***Exhibit A***. While Bergen's

Promise has no reason to believe that any information was misused as a result of this incident, Bergen's Promise is offering the potentially impacted Maryland resident complimentary credit monitoring and identity protection services for 12 months.

In response to this incident, Bergen's Promise changed account passwords, enhanced security protocols, and is continuing an ongoing review of its policies and procedures related to data protection.

Thank you for your attention to this matter and please contact me should you have any questions.

Very truly yours,

CIPRIANI & WERNER, P.C.

A handwritten signature in blue ink, appearing to read "Meghan Farally". The signature is fluid and cursive, with the first name "Meghan" and last name "Farally" clearly distinguishable.

Meghan Farally, Esq.
(484) 351-0389
MFarally@c-wlaw.com

Exhibit A



P.O. Box 989728
West Sacramento, CA 95798-9728

To Enroll, Please Call:

1-833-909-4432

Or Visit:

<https://app.idx.us/account-creation/protect>
Enrollment Code: <<ENROLLMENT>>

<<FIRST NAME>> <<LAST NAME>>

<<ADDRESS1>>

<<ADDRESS2>>

<<CITY>>, <<STATE>> <<ZIP>>

<<Country>>

June 1, 2022

Dear <<FIRST NAME>> <<LAST NAME>>:

Bergen's Promise, Inc., writes to notify you of an incident that may affect the privacy of certain information provided to us. This letter includes information about the incident, our response, and resources we are making available to you.

On November 15, 2021, our organization learned of suspicious activity affecting an employee email account. We immediately began an investigation and engaged third-party specialists to determine the nature and scope of the activity. Our investigation determined that an unauthorized party gained access to six (6) employee email accounts between November 15 and November 18, 2021. While we have no reason to believe any information within the affected accounts was misused, our investigation could not rule out access to information in those accounts. Therefore, we began a thorough review of the potentially impacted accounts to determine the information contained therein, and to whom the information related. We completed our review on March 29, 2022, and began confirming address information to notify potentially impacted individuals.

The investigation determined the impacted information may include your first and last name in combination with one or more of the following: <<Variable Text 1>>.

In response to this incident, we changed email account passwords, enhanced security protocols, and we continue our ongoing review and assessment of our policies and procedures related to data protection. Although we have no evidence of actual or attempted misuse of any information as a result of this incident, in an abundance of caution, we are providing you access to <<12/24>> months of credit monitoring and identity protection services at no cost to you. Instructions about how to enroll in these services and additional resources available to you are included in the enclosed *"Steps You Can Take to Help Protect Your Information."*

Should you have any questions regarding this matter, we have established a dedicated assistance line, which can be reached at 1-833-909-4432 Monday through Friday, 9 a.m. to 9 p.m. Eastern Time. You may also write to us at 3 University Plaza Drive, Suite 300, Hackensack, NJ 07601, Attention: Compliance Officer.

We greatly appreciate your patience and support while we thoroughly investigate and respond to this incident. We take the protection of information in our care very seriously and we apologize for any concern or inconvenience this incident has caused.

Sincerely,

A handwritten signature in cursive script that reads "Dean Pastras, ACSW, LCSW".

Dean Pastras, ACSW, LCSW
Chief Executive Officer

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

Enroll in Credit Monitoring / Identity Protection

- 1. Website and Enrollment.** Go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter. The deadline to enroll is September 1, 2022.
- 2. Activate the credit monitoring** provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.
- 3. Telephone.** Contact IDX at 1-833-909-4432 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

Monitor Your Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your credit reports/account statements and explanation of benefits forms for suspicious activity and to detect errors. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus, TransUnion, Experian, and Equifax. To order your free credit report, visit www.annualcreditreport.com or call 1-877-322-8228. Once you receive your credit report, review it for discrepancies and identify any accounts you did not open or inquiries from creditors that you did not authorize. If you have questions or notice incorrect information, contact the credit reporting bureau.

You have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert, a business is required to take steps to verify the consumer’s identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any of the three credit reporting bureaus listed below.

As an alternative to a fraud alert, you have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without your express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a credit freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., III, etc.);
2. Social Security number;
3. Date of birth;
4. Address for the prior two to five years;
5. Proof of current address, such as a current utility or telephone bill;
6. A legible photocopy of a government-issued identification card (e.g., state driver’s license or identification card); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft, if you are a victim of identity theft.

Should you wish to place a fraud alert or credit freeze, please contact the three major credit reporting bureaus listed below:

TransUnion 1-800-680-7289 www.transunion.com TransUnion Fraud Alert P.O. Box 2000 Chester, PA 19016-2000 TransUnion Credit Freeze P.O. Box 160 Woodlyn, PA 19094	Experian 1-888-397-3742 www.experian.com Experian Fraud Alert P.O. Box 9554 Allen, TX 75013 Experian Credit Freeze P.O. Box 9554 Allen, TX 75013	Equifax 1-888-298-0045 www.equifax.com Equifax Fraud Alert P.O. Box 105069 Atlanta, GA 30348-5069 Equifax Credit Freeze P.O. Box 105788 Atlanta, GA 30348-5788
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Additional Information

You can further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the credit reporting bureaus, the Federal Trade Commission (FTC), or your state Attorney General. The FTC also encourages those who discover that their information has been misused to file a complaint with them. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261.

You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement, your state Attorney General, and the FTC. This notice has not been delayed by law enforcement.

For Maryland residents, the Maryland Attorney General may be contacted at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-888-743-0023; and www.oag.state.md.us. Bergen's Promise may be contacted at 3 University Plaza Drive, Suite 300, Hackensack, NJ 07601.

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

For North Carolina residents, the North Carolina Attorney General may be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and www.ncdoj.gov.