



Alyssa R. Watzman
1700 Lincoln Street, Suite 4000
Denver, Colorado 80203
Alyssa.Watzman@lewisbrisbois.com
Direct: 720.292.2052

July 5, 2022

VIA EMAIL

Attorney General Brian E. Frosh
Office of the Attorney General
Attn: Security Incident Notification
200 St. Paul Place
Baltimore, MD 21202
Email: ldtheft@oag.state.md.us

Re: **Notice of Data Security Incident**

Dear Attorney General Frosh:

Lewis Brisbois Bisgaard & Smith LLP represents Phoenix Packaging, Inc. ("Phoenix Packaging") in connection with a recent data security incident described in greater detail below. The purpose of this letter is to notify you of the incident.

1. Nature of the Incident

On March 23, 2022, Phoenix Packaging learned of a security incident involving unauthorized access to its digital environment. Upon discovering this unauthorized access, Phoenix Packaging immediately took steps to secure its digital environment and began to investigate. It also engaged leading, independent cybersecurity experts to address the incident, restore operations, and conduct an investigation. As a result of the investigation, Phoenix Packaging learned that an unauthorized actor accessed certain files and data stored within its digital environment. On June 16, 2022, Phoenix Packaging learned that personal information belonging to a Maryland resident may have been impacted by this incident.

Notably, Phoenix Packaging has no evidence that any personal information potentially impacted by this incident has been misused.

2. Type of Information and Number of Maryland Residents Involved

Phoenix Packaging will notify one (1) Maryland resident by letter mailed via first class U.S. mail on July 6, 2022. A sample copy of the notification letter is included with this

correspondence. The information involved in the incident may have included such resident's name and Social Security number.

3. Measures Taken to Address the Incident

Phoenix Packaging has taken the steps outlined above in response to this incident and made alterations to its digital environment to help prevent similar incidents from occurring in the future. In addition, Phoenix Packaging is providing notified individuals with information about steps they can take to help protect their personal information. Phoenix Packaging is also offering credit monitoring and identity protection services at no cost to notified individuals which will help individuals resolve issues if their identity is compromised due to this incident.

4. Contact Information

Phoenix Packaging remains dedicated to protecting the personal information in its control. If you have any questions or need additional information, please do not hesitate to contact me at 720.292.2052 or Alyssa.Watzman@lewisbrisbois.com.

Sincerely,

/s/ Alyssa R. Watzman

Alyssa R. Watzman of
LEWIS BRISBOIS BISGAARD &
SMITH LLP

Enclosure: Sample Notification Letter



10300 SW Greenburg Rd.
Suite 570
Portland, OR 97223

To Enroll, Please Call:
1-800-939-4170
Or Visit:
<https://app.idx.us/account-creation/protect>
Enrollment Code: <<XXXXXXXX>>

<<First Name>> <<Last Name>>
<<Address1>> <<Address2>>
<<City>>, <<State>> <<Zip>>

July 6, 2022

Subject: Notice of Data <<Variable 1>>

Dear <<First Name>> <<Last Name>>,

At Phoenix Packaging, Inc. ("Phoenix Packaging"), we are committed to protecting the confidentiality and security of all information within our possession. We are writing to inform you of a recent data security incident that we experienced which may have impacted some of your personal information. While we are unaware of the misuse of any potentially impacted information, we are writing to notify you of the incident, offer you complimentary credit monitoring and identity protection services, and inform you of steps you can take to help protect your information.

What Happened: On March 23, 2022, Phoenix Packaging learned of a security incident involving unauthorized access to our digital environment. Upon discovering this unauthorized access, we immediately took steps to secure our digital environment and began to investigate. We also engaged leading, independent cybersecurity experts to help us to address the incident, restore operations, and conduct an investigation. As a result of the investigation, we learned that an unauthorized actor accessed certain files and data stored within our digital environment. On June 16, 2022, we learned that your personal information may have been impacted by this incident. Notably, we have no evidence that any personal information potentially impacted by this incident has been misused but are nonetheless providing notification out of an abundance of caution.

What Information Was Involved: Phoenix Packaging completed a review of the data that may have been accessed by the unauthorized actor and determined that information included your name and Social Security number.

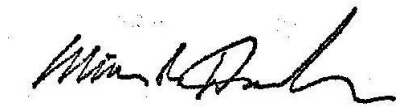
What We Are Doing: To help prevent something like this from happening again, we are implementing additional technical security measures and increasing employee cybersecurity training. While we have no indication that your information has been misused, we are nonetheless providing you with information about steps that you can take to help protect your personal information. As a further precaution, we are also offering you <<variable 2>> months of complimentary credit and identity monitoring services through IDX. This product helps detect possible misuse of your information and provides you with identity protection support.

What You Can Do: You can enroll in IDX's complimentary credit and identity monitoring services by going to <https://app.idx.us/account-creation/protect> or calling 1-800-939-4170. When prompted, please provide the following unique code <<XXXXXXXX>> to enroll in the services. The deadline to enroll is October 6, 2022. For more information on how you can protect your personal information, please review the resources provided on the following pages.

For More Information: If you have any questions regarding the incident, please call 1-800-939-4170 between 9 am - 9 pm Eastern Time.

The security of your information is a top priority for Phoenix Packaging. We take your trust in us and this matter very seriously and we deeply regret any worry or inconvenience that this may cause you.

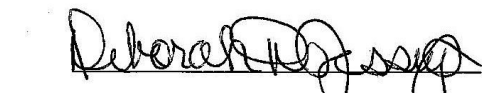
Sincerely,

A handwritten signature in black ink, appearing to read 'William Davison', written over a horizontal line.

William Davison, Vice President Operations

A handwritten signature in black ink, appearing to read 'John Davidson', written over a horizontal line.

John Davidson, General Manager & Vice President Sales and Marketing

A handwritten signature in black ink, appearing to read 'Deborah Jessup', written over a horizontal line.

Deborah Jessup, Vice President Administration

STEPS YOU CAN TAKE TO FURTHER PROTECT YOUR INFORMATION

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing 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, and/or the Federal Trade Commission (FTC).

Federal Trade Commission

600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov, and
www.ftc.gov/idtheft
1-877-438-4338

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 1-877-322-8228, 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 also can contact one of the following three national credit reporting agencies:

Equifax

P.O. Box 105851
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Experian

P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 1000
Chester, PA 19016
1-800-916-8800
www.transunion.com

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert 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: You have the right to put a security freeze on your credit file for up to one year at no cost. 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.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

Maryland Attorney General

200 St. Paul Place
Baltimore, MD 21202
oag.state.md.us
1-888-743-0023

Washington D.C. Attorney General

441 4th Street, NW
Washington, DC 20001
oag.dc.gov
1-202-727-3400

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.



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Notably, Phoenix Packaging has no evidence that any personal information potentially impacted by this incident has been misused.

2. Type of Information and Number of Maryland Residents Involved

Phoenix Packaging will notify on three (3) Maryland residents by letter mailed via first class U.S. mail on July 6, 2022. A sample copy of the notification letter is included with this

correspondence. The information involved in the incident may have included the residents' names and Social Security numbers.

3. Measures Taken to Address the Incident

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/s/ Alyssa R. Watzman

Alyssa R. Watzman of
LEWIS BRISBOIS BISGAARD &
SMITH LLP

Enclosure: Sample Notification Letter



10300 SW Greenburg Rd.
Suite 570
Portland, OR 97223

To Enroll, Please Call:
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Or Visit:
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Enrollment Code: <<XXXXXXXX>>

<<First Name>> <<Last Name>>
<<Address1>> <<Address2>>
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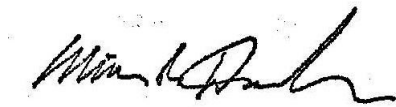
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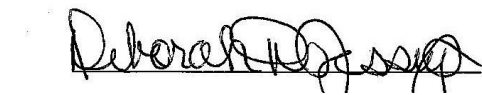
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William Davison, Vice President Operations

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John Davidson, General Manager & Vice President Sales and Marketing

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Deborah Jessup, Vice President Administration

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Federal Trade Commission

600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov, and
www.ftc.gov/idtheft
1-877-438-4338

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 1-877-322-8228, 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 also can contact one of the following three national credit reporting agencies:

Equifax

P.O. Box 105851
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Experian

P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 1000
Chester, PA 19016
1-800-916-8800
www.transunion.com

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert 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: You have the right to put a security freeze on your credit file for up to one year at no cost. 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.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

Maryland Attorney General

200 St. Paul Place
Baltimore, MD 21202
oag.state.md.us
1-888-743-0023

Washington D.C. Attorney General

441 4th Street, NW
Washington, DC 20001
oag.dc.gov
1-202-727-3400

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.