

CIPRIANI & WERNER

A PROFESSIONAL CORPORATION

ATTORNEYS AT LAW

MEGHAN S. FARALLY
mfarally@c-wlaw.com

450 Sentry Parkway, Suite 200
Blue Bell, Pennsylvania 19422

Telephone: (610) 567-0700
Fax: (610) 567-0712

www.C-WLAW.com

A Mid-Atlantic Litigation Firm

Visit us online at
www.C-WLAW.com

July 12, 2022

Via E-Mail (IDTheft@oag.state.md.us)

Office of the Attorney General
200 St. Paul Place
Baltimore, Maryland 21202

RE: Data Incident Notification

To Whom It May Concern:

We serve as counsel for Flexi-Van Holdings, LLC ("Flexi-Van") located at 7320 E Butherus Drive, Suite 201, Scottsdale, Arizona 85260 and write to inform you of a recent data security incident. By providing this notice, Flexi-Van does not waive any rights or defenses under Maryland law, including the data breach notification statute.

On February 8, 2022, Flexi-Van was victimized by a sophisticated ransomware attack that impacted its network. Upon discovery, Flexi-Van immediately took steps to secure the network and began an internal investigation. Further, Flexi-Van engaged third-party specialists to assist with a thorough, forensic investigation. Through the investigation, it was determined that certain Flexi-Van files may have been subject to unauthorized access. As a result, together with third-party specialists, Flexi-Van undertook a comprehensive review process in order to identify what information was potentially contained within the impacted files, and to whom that information belonged.

On May 16, 2022, the review was completed, and it was determined that information related to 18 Maryland residents was potentially subject to unauthorized access. The information believed to be at risk includes first name and last name, in combination with a Social Security number, driver's license number, financial account number, medical diagnosis/medical treatment information, and/or health insurance information.

On July 11, 2022, Flexi-Van sent written notice of this incident to the potentially impacted Maryland residents pursuant to Maryland state law. The notice letter included an offer of complimentary credit monitoring and identity protection services for twelve (12) months. The notice letter sent to individuals is substantially similar to the letter attached hereto as Exhibit "A."

Very truly yours,

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.
CIPRIANI & WERNER, P.C.

Exhibit A

Flexi-Van Holdings, LLC
10300 SW Greenburg Rd. Suite 570
Portland, OR 97223



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

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

July 11, 2022

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

We are writing to inform you of a cyber incident experienced by Flexi-Van Holdings, LLC (“Flexi-Van”) that may have involved your information described below. While we have no evidence of attempted or actual misuse of your information as a result of this incident, out of an abundance of caution, we are providing you with information about the incident, our response, and steps you can take to help protect your information.

What Happened: On February 8, 2022, Flexi-Van was victimized by a sophisticated ransomware attack that impacted our network. Upon discovery, we immediately began working with our I.T. team and third-party computer specialists to conduct a full forensic investigation. Through the investigation, it was determined that certain Flexi-Van files may have been subject to unauthorized access. As a result, together with third-party specialists, we undertook a comprehensive review process in order to identify what information was potentially contained within the impacted files, and to whom that information belonged. That process was completed on May 16, 2022. We are now notifying those individuals whose information was potentially impacted by the incident.

What Information Was Involved: The information believed to potentially be at risk includes your first and last name, in combination with your <<data elements>>.

What We Are Doing: Upon discovery, we immediately engaged third-party forensic specialists to investigate this matter. Out of an abundance of caution, we have arranged for you to activate, at no cost to you, an online credit monitoring service for <<12/24>> months provided by IDX. Due to privacy laws, we cannot activate these services for you directly. Additional information regarding how to activate the complimentary credit monitoring service is enclosed. We have also provided additional information about steps you can take to help protect yourself against fraud and identity theft.

What You Can Do: We recommend that you remain vigilant in regularly reviewing and monitoring all of your account statements and credit history to guard against any unauthorized transactions or activity. If you discover any suspicious or unusual activity on your accounts, please promptly contact your financial institution or company. Additionally, you can enroll to receive the complimentary credit monitoring service we are making available to you. You can also review the enclosed “Steps You Can Take to Help Protect Your Information” for additional resources.

For More Information: Should you have additional questions or concerns regarding this matter, please do not hesitate to contact us at 1-800-939-4170, 6 am to 6 pm Pacific Time. Please note the deadline to enroll is October 11, 2022.

We take the privacy and security of the information in our care seriously, and sincerely regret any worry or inconvenience it may cause you and your family.

Sincerely,

Flexi-Van Holdings, LLC

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

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.

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 1-800-939-4170 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

4. Review your credit reports. We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

ADDITIONAL ACTIONS TO HELP PROTECT YOUR INFORMATION

Monitor Your Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your credit reports/account statements 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	Experian 1-888-397-3742 www.experian.com	Equifax 1-888-298-0045 www.equifax.com
TransUnion Fraud Alert P.O. Box 2000 Chester, PA 19016-2000	Experian Fraud Alert P.O. Box 9554 Allen, TX 75013	Equifax Fraud Alert P.O. Box 105069 Atlanta, GA 30348-5069
TransUnion Credit Freeze P.O. Box 160 Woodlyn, PA 19094	Experian Credit Freeze P.O. Box 9554 Allen, TX 75013	Equifax Credit Freeze P.O. Box 105788 Atlanta, GA 30348-5788

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 District of Columbia residents, the District of Columbia Attorney General may be contacted at: 400 6th St. NW Washington, D.C. 20001; 202-727-3400; and oag@dc.gov. Flexi-Van Holdings, LLC may be contacted at 7320 E Butherus Drive, Suite 201, Scottsdale, Arizona 85260.

For Maryland residents, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662 or 1-888-743-0023; and www.oag.state.md.us. Flexi-Van Holdings, LLC may be contacted at 7320 E Butherus Drive, Suite 201, Scottsdale, Arizona 85260.

For New Mexico residents, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting bureaus must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

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.

For Rhode Island residents, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; www.riag.ri.gov; and 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are [#] Rhode Island residents impacted by this incident.

CIPRIANI & WERNER

A PROFESSIONAL CORPORATION

ATTORNEYS AT LAW

MEGHAN S. FARALLY
mfarally@c-wlaw.com

450 Sentry Parkway, Suite 200
Blue Bell, Pennsylvania 19422

Telephone: (610) 567-0700
Fax: (610) 567-0712

www.C-WLAW.com

A Mid-Atlantic Litigation Firm

Visit us online at
www.C-WLAW.com

September 29, 2022

Via E-Mail (IDTheft@oag.state.md.us)

Office of the Attorney General
200 St. Paul Place
Baltimore, Maryland 21202

RE: Data Incident Notification

To Whom It May Concern:

We serve as counsel for Flexi-Van Holdings, LLC ("Flexi-Van") located at 7320 E Butherus Drive, Suite 201, Scottsdale, Arizona 85260 and write to supplement the prior notification provided on July 12, 2022. By providing this notice, Flexi-Van does not waive any rights or defenses under Maryland law, including the data breach notification statute.

On February 8, 2022, Flexi-Van was victimized by a ransomware attack that impacted its network. Upon discovery, Flexi-Van immediately took steps to secure the network and began an internal investigation. Further, Flexi-Van engaged third-party specialists to assist with a thorough, forensic investigation. Through the investigation, it was determined that certain Flexi-Van files may have been subject to unauthorized access. As a result, together with third-party specialists, Flexi-Van undertook a comprehensive review process in order to identify what information was potentially contained within the impacted files, and to whom that information belonged.

On May 16, 2022, the initial review was completed. On July 11, 2022, Flexi-Van sent written notice of this incident to potentially impacted individuals. There were 18 Maryland residents present in this initial population.

At the same time, Flexi-Van continued its comprehensive and time-consuming review of internal files and engaged additional third-party specialists in order to obtain accurate address information for the remaining potentially impacted individuals. That process was completed on September 12, 2022. At that time, it was determined that information related to 7 additional Maryland residents was potentially subject to unauthorized access. The information believed to potentially be at risk includes a first and last name, in combination with a Social Security number.

On September 29, 2022, Flexi-Van sent written notice of this incident to the potentially impacted Maryland residents pursuant to Maryland state law. The notice letter included an offer of complimentary credit monitoring and identity protection services for twelve (12) months. The notice letter sent to individuals is substantially similar to the letter attached hereto as Exhibit "A."

Very truly yours,

A handwritten signature in blue ink, appearing to read "Meghan Farally", is positioned above the printed name.

Meghan Farally, Esq.
CIPRIANI & WERNER, P.C.

Exhibit A

Flexi-Van Holdings, LLC
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: <<XXXXXXXXXX>>

<<First_Name>> <<Middle_Name>> <<Last_Name>> <<Suffix>>
<<Address1>> <<Address2>>
<<City>>, <<State>> <<Zip>>
<<Country>>

September 29, 2022

Dear <<First_Name>> <<Middle_Name>> <<Last_Name>> <<Suffix>>:

We are writing to inform you of a cyber incident experienced by Flexi-Van Holdings, LLC (“Flexi-Van”) that may have involved your information described below. While we have no evidence of attempted or actual misuse of your information as a result of this incident, out of an abundance of caution, we are providing you with information about the incident, our response, and steps you can take to help protect your information.

What Happened: On February 8, 2022, Flexi-Van was victimized by a ransomware attack that impacted our network. Upon discovery, we immediately began working with our I.T. team and third-party computer specialists to conduct a full forensic investigation. Through the investigation, it was determined that certain Flexi-Van files may have been subject to unauthorized access. As a result, together with third-party specialists, we undertook a comprehensive and time-consuming review process in order to identify what information was potentially contained within the impacted files, and to whom that information belonged. We then underwent a review of our internal files to obtain accurate address information. That process was completed on September 12, 2022. We are now notifying those individuals whose information was potentially impacted by the incident.

What Information Was Involved: The information believed to potentially be at risk includes your first and last name, in combination with your <<data elements>>.

What We Are Doing: Upon discovery, we immediately engaged third-party forensic specialists to investigate this matter. Out of an abundance of caution, we have arranged for you to activate, at no cost to you, an online credit monitoring service for <<12/24>> months provided by IDX. Due to privacy laws, we cannot activate these services for you directly. Additional information regarding how to activate the complimentary credit monitoring service is enclosed. We have also provided additional information about steps you can take to help protect yourself against fraud and identity theft.

What You Can Do: We recommend that you remain vigilant in regularly reviewing and monitoring all of your account statements and credit history to guard against any unauthorized transactions or activity. If you discover any suspicious or unusual activity on your accounts, please promptly contact your financial institution or company. Additionally, you can enroll to receive the complimentary credit monitoring service we are making available to you. You can also review the enclosed “Steps You Can Take to Help Protect Your Information” for additional resources.

For More Information: Should you have additional questions or concerns regarding this matter, please do not hesitate to contact us at 1-800-939-4170, Monday through Friday from 6 am - 6 pm Pacific Time.

We take the privacy and security of the information in our care seriously, and sincerely regret any worry or inconvenience it may cause you and your family.

Sincerely,

Flexi-Van Holdings, LLC

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

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.

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. Please note deadline to enroll is December 29, 2022.

3. Telephone. Contact IDX at 1-800-939-4170 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

4. Review your credit reports. We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

ADDITIONAL ACTIONS TO HELP PROTECT YOUR INFORMATION

Monitor Your Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your credit reports/account statements 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
---	---	--

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; 1-410-528-8662 or 1-888-743-0023; and www.oag.state.md.us. Flexi-Van Holdings, LLC may be contacted at 7320 E Butherus Dr, Scottsdale, AZ 85260.

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.

CIPRIANI & WERNER

A PROFESSIONAL CORPORATION

ATTORNEYS AT LAW

MEGHAN S. FARALLY
mfarally@c-wlaw.com

450 Sentry Parkway, Suite 200
Blue Bell, Pennsylvania 19422

Telephone: (610) 567-0700
Fax: (610) 567-0712

www.C-WLAW.com

A Mid-Atlantic Litigation Firm

Visit us online at
www.C-WLAW.com

May 24, 2023

Via E-Mail (IDTheft@oag.state.md.us)

Office of the Attorney General
200 St. Paul Place
Baltimore, Maryland 21202

RE: Data Incident Notification

To Whom It May Concern:

We serve as counsel for Flexi-Van Holdings, LLC (“Flexi-Van”) located at 7320 E Butherus Drive, Suite 201, Scottsdale, Arizona 85260 and write to supplement the prior notifications provided on July 12, 2022 and September 29, 2022. By providing this notice, Flexi-Van does not waive any rights or defenses under Maryland law, including the data breach notification statute.

On February 8, 2022, Flexi-Van was victimized by a ransomware attack that impacted its network. Upon discovery, Flexi-Van immediately took steps to secure the network and began an internal investigation. Further, Flexi-Van engaged third-party specialists to assist with a thorough, forensic investigation. Through the investigation, it was determined that certain Flexi-Van files may have been subject to unauthorized access. As a result, together with third-party specialists, Flexi-Van undertook a comprehensive review process in order to identify what information was potentially contained within the impacted files, and to whom that information belonged.

On May 16, 2022, the initial review was completed. On July 11, 2022, Flexi-Van sent written notice of this incident to potentially impacted individuals. There were 18 Maryland residents present in this initial population.

At the same time, Flexi-Van continued its comprehensive and time-consuming review of internal files and engaged additional third-party specialists in order to obtain accurate address information for the remaining potentially impacted individuals. While the address search remained ongoing, Flexi-Van provided a secondary wave of notifications to individuals for whom it was able to locate an address on September 29, 2022. There were 7 additional Maryland residents present in this second population.

Flexi-Van continued its review, engaged additional third-party vendors, and a private investigator to locate the remaining potentially impacted individuals. The extensive search was ultimately completed on April

14, 2023. At that time, it was determined that information related to 1 additional Maryland resident was potentially subject to unauthorized access.

The information believed to potentially be at risk for Maryland residents includes a first and last name, in combination with a Social Security number and medical diagnosis/treatment information.

On May 24, 2023, Flexi-Van sent written notice of this incident to the additional potentially impacted Maryland resident pursuant to Maryland state law. The notice letter included an offer of complimentary credit monitoring and identity protection services for twelve (12) months. The notice letter sent to individuals is substantially similar to the letter attached hereto as Exhibit "A."

Very truly yours,

A handwritten signature in blue ink, appearing to read "Meghan Farally", is positioned above the typed name.

Meghan Farally, Esq.
CIPRIANI & WERNER, P.C.

Exhibit A

Flexi-Van Holdings, LLC
4145 SW Watson Ave #400
Beaverton, OR 97005



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

<<First_Name>> <<Middle_Name>> <<Last_Name>> <<Suffix>>
<<Address1>> <<Address2>>
<<City>>, <<State>> <<Zip>>
<<Country>>

May 24, 2023

Dear <<First_Name>> <<Middle_Name>> <<Last_Name>> <<Suffix>>:

We are writing to inform you of a cyber incident experienced by Flexi-Van Holdings, LLC (“Flexi-Van”) that may have involved your information described below. While we have no evidence of attempted or actual misuse of your information as a result of this incident, out of an abundance of caution, we are providing you with information about the incident, our response, and steps you can take to help protect your information.

What Happened: On February 8, 2022, Flexi-Van was victimized by a ransomware attack that impacted our network. Upon discovery, we immediately began working with our I.T. team and third-party computer specialists to conduct a full forensic investigation. Through the investigation, it was determined that certain Flexi-Van files may have been subject to unauthorized access. As a result, together with third-party specialists, we undertook a comprehensive and time-consuming review process in order to identify what information was potentially contained within the impacted files, and to whom that information belonged. We provided notice to an initial group of individuals for whom we had an address on July 11, 2022. We then underwent a thorough review of our internal files, engaged third-party vendors, and engaged a private investigator in order to obtain accurate address information for those potentially impacted. While this process remained ongoing, we provided a secondary wave of notifications to individuals for whom we were able to locate an address on September 29, 2022. The review process was ultimately completed on April 14, 2023. We are now notifying the remaining group of individuals whose information was potentially impacted by the incident.

What Information Was Involved: The information believed to potentially be at risk includes your first and last name, in combination with your <<data elements>>.

What We Are Doing: Upon discovery, we immediately engaged third-party forensic specialists to investigate this matter. Out of an abundance of caution, we have arranged for you to activate, at no cost to you, an online credit monitoring service for <<12/24>> months provided by IDX, a ZeroFox Company. Due to privacy laws, we cannot activate these services for you directly. Additional information regarding how to activate the complimentary credit monitoring service is enclosed. We have also provided additional information about steps you can take to help protect yourself against fraud and identity theft.

What You Can Do: We recommend that you remain vigilant in regularly reviewing and monitoring all of your account statements and credit history to guard against any unauthorized transactions or activity. If you discover any suspicious or unusual activity on your accounts, please promptly contact your financial institution or company. Additionally, you can enroll to receive the complimentary credit monitoring service we are making available to you. You can also review the enclosed “Steps You Can Take to Help Protect Your Information” for additional resources.

For More Information: Should you have additional questions or concerns regarding this matter, please do not hesitate to contact our dedicated call center at 1-800-939-4170, 6 a.m. – 6 p.m. Pacific Time Monday through Friday (Excluding Holidays).

We take the privacy and security of the information in our care seriously, and sincerely regret any worry or inconvenience it may cause you and your family.

Sincerely,

Flexi-Van Holdings, LLC

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

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.

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. Please note the deadline to enroll is August 24, 2023.

3. Telephone. Contact IDX at 1-800-939-4170 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

4. Review your credit reports. We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

ADDITIONAL ACTIONS TO HELP PROTECT YOUR INFORMATION

Monitor Your Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your credit reports/account statements 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
---	---	--

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 District of Columbia residents, the District of Columbia Attorney General may be contacted at: 400 6th St. NW Washington, D.C. 20001; 202-727-3400; and oag@dc.gov. Flexi-Van Holdings, LLC may be contacted at 7320 E Butherus Dr, Scottsdale, AZ 85260.

For Maryland residents, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662 or 1-888-743-0023; and www.oag.state.md.us. Flexi-Van Holdings, LLC may be contacted at 7320 E Butherus Dr, Scottsdale, AZ 85260.

For New Mexico residents, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting bureaus must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

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.

For Rhode Island residents, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; www.riag.ri.gov; and 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are [#] Rhode Island residents impacted by this incident.