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July 16, 2022

VIA EMAIL

Office of the Attorney General
ATTN: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202
E-mail: idtheft@oag.state.md.us

Re: Notification of Data Security Incident

To Whom it May Concern:

We represent CIS Group, LLC ("CIS Group"), a field operations and data collection solutions provider headquartered in Southlake, Texas, in connection with a recent data security incident described below. CIS Group is notifying affected individuals of the incident. The purpose of this letter is to provide formal notice to your office.

I. Nature of the Security Incident

On February 7, 2022, CIS Group was alerted to suspicious activity on its computer network. CIS Group then hired security experts and a digital forensic investigator to help investigate, ensure the safety of the environment, and determine whether anyone's personal information was impacted. The investigation confirmed that there had been unauthorized access to CIS Group's network. Following this confirmation, CIS Group underwent a thorough and in-depth review of all potentially impacted files to determine if they contained personal information and identify any potentially affected individuals. On June 7, 2022, CIS Group confirmed that the potentially accessed or acquired data included personal information. CIS Group then worked diligently to set up the services being offered and obtain current mailing addresses for all potentially affected individuals, which was completed on July 8, 2022. The affected information includes a name in combination with an address and Social Security number.

II. Number of Maryland Residents Affected

Based on CIS Group's investigation, a total of eighteen (18) residents of Maryland were affected by this incident. A notification letter was sent to these individuals via first class U.S. mail on July 15, 2022. A sample copy of that notification letter is enclosed.

III. Actions Taken in Response to the Incident

As soon as CIS Group became aware of the potential incident, it launched an investigation, engaged a digital forensics firm to assist with the investigation, and worked to determine whether any personal information was accessed or acquired without authorization. This includes working with leading cybersecurity experts to enhance the security of its network.

Once CIS Group determined which consumers were affected by this incident, it immediately began the process of locating addresses in order to notify them. As part of this notice, CIS Group is offering the affected Maryland residents twelve (12) months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. Finally, IDX is staffing a call center available to answer questions and provide support to affected individuals.

IV. Contact Information

If you have any questions or need additional information, please do not hesitate to contact me at 972.942.5696 or laura.funk@lewisbrisbois.com.

Very truly yours,

A handwritten signature in cursive script that reads "Laura K Funk".

Laura K. Funk of
LEWIS BRISBOIS BISGAARD & SMITH LLP

Encl. Sample Consumer 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: <<XXXXXXXXXX>>

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

July 15, 2022

Re: Notice of Data <<Incident Type>>

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

We are writing to provide you with information about a recent data security incident that may have involved your personal information. At CIS Group, we take the privacy and security of information very seriously. That is why we are sending you this letter to tell you about the incident, offering you credit monitoring and identity protection services, and providing you with information, resources, and steps you can take to help protect your personal information.

What Happened. On February 7, 2022, CIS Group was alerted to suspicious activity on our computer network. We hired security experts and a digital forensic investigator to help us investigate, ensure the safety of our environment, and determine whether anyone's personal information was impacted. The investigation identified that there had been unauthorized access to our network. Following this confirmation, we underwent a thorough and extensive review of potentially affected files to determine what personal information may have been involved and identify any potentially impacted individuals. On June 7, 2022, CIS Group confirmed that the potentially accessed or acquired data included personal information. We then worked diligently to set up the services being offered and obtain current mailing addresses for all potentially affected individuals, which was completed on July 8, 2022.

What Information Was Involved. The information that may have been affected includes your name, <<Data Elements>>.

What We Are Doing. As soon as we discovered the incident, we took the measures described above. In addition, although we have no evidence that your information has been misused, we are offering you identity theft protection services through IDX. These services include: <<12/24 months>> of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services.

What You Can Do. We encourage you to review the recommendations on the following page to help protect your information. We also encourage you to contact IDX with any questions and to enroll in the free services we are offering by calling 1-800-939-4170 or going to <https://app.idx.us/account-creation/protect> and using the Enrollment Code provided above. IDX experts are available Monday through Friday from 8:00 am to 8:00 pm CT. Please note the deadline to enroll is October 15, 2022.

For More Information. If you have any questions regarding this incident or would like assistance enrolling in the services offered, please call 1-800-939-4170, Monday through Friday from 8:00 am to 8:00 pm CT. You will need to reference the enrollment code at the top of this letter when calling or enrolling online, so please do not discard this letter.

We take your trust in us and this matter very seriously. Please accept our sincere apologies and know that we deeply regret any worry or inconvenience that this may cause you.

Sincerely,

A handwritten signature in dark ink, reading "Gerald Salas". The signature is written in a cursive style with a large, stylized initial "G".

Gerald Salas
Senior Vice President of Risk and HR

Steps You Can Take to Protect Your Personal 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).

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.

Federal Trade Commission

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

Maryland Attorney General

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

New York Attorney General

Bureau of Internet and Technology
Resources
28 Liberty Street
New York, NY 10005
1-212-416-8433

North Carolina Attorney General

9001 Mail Service Center
Raleigh, NC 27699
ncdoj.gov
1-877-566-7226

Rhode Island Attorney General

150 South Main Street
Providence, RI 02903
<http://www.riag.ri.gov>
1-401-274-4400

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>.