



Driving progress
through partnership

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August 4, 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: Notice of data security incident

To the Office of the Attorney General:

I am writing on behalf of Probst Electric Inc. ("Probst") to notify your office of an incident that involves the personal information of one (1) Maryland resident.

On June 28, 2022, Probst learned about an error caused by the software service used for onboarding new employees (the "Application Provider"). Probst learned that between April 4 and June 28, 2022, one of the "download" options on the service provided by the Application Provider caused the erroneous download of files for other individuals (in addition to the individual using the service). Immediately upon becoming aware of the error, Probst launched an investigation to determine the nature and scope of the incident. The investigation revealed that no individuals were involved other than fellow incoming employees of Probst or its affiliate. In other words, only fellow incoming employees could have utilized the erroneous download function. Also, this particular download option on the service was not used frequently, so the error only occurred a relatively small number of times.

During the investigation, Probst communicated with and obtained pertinent details from the Application Provider. The Application Provider confirmed it has removed the problematic "download" option and has determined that the erroneous downloads were caused by a software programming issue. The Application Provider also assured Probst that the issue has been addressed and that the "download" option, if/when reinstated, will no longer cause unintended downloads to occur.

Probst has spoken with the individuals identified by the Application Provider as having used the download option in question, and they have all confirmed that they did not use, copy, or share any downloaded information pertaining to other individuals, and that any such information has been deleted from their devices. Probst does not believe the affected individuals' information has been or will be misused in relation to this incident.

Probst has diligently analyzed the information available about the incident and the records involved. Although the type of employee onboarding form varies for each download, a given individual involved in the incident would have downloaded one or more of the following: New Hire Paperwork or a W4, I-9, or DOT form. Each of these onboarding forms contained information provided by an incoming employee, including a subset of the following: name, contact information, Social Security number, commercial or certain other types of driver's license number, employment and driving history (including any self-reported drug and alcohol testing results), bank account information (if applicable for direct deposit), and education history. The notification letters sent to the affected

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individuals specify which type(s) of form was erroneously downloaded as pertinent to the individual to whom the letter is addressed (as well as the associated data elements).

Probst has arranged for IDX to provide identity protection services for the affected individuals, including complimentary credit monitoring for twenty-four (24) months.

As part of an ongoing commitment to information security, Probst continues to look for ways to improve its processes and procedures, both internally and with respect to their service providers, and to evaluate additional measures to protect against this type of incident in the future.

Notification letters are being sent today to affected individuals by U.S. mail. A sample notification letter is enclosed.

Respectfully,

A handwritten signature in black ink, appearing to read 'B. Huffman', with a stylized flourish at the end.

Bart Huffman
Reed Smith LLP

Enclosure: Probst Notification Letter

Cc: Allen McNeil
General Counsel
Probst Electric, Inc.



Probst Electric, Inc.
Return to: IDX
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>>

August 4, 2022

Re: Notice of Data Security Incident

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

Probst Electric, Inc. (“Probst”) respects your privacy, and we are writing to let you know about an incident that involves your personal information.

What Happened

On June 28, 2022, Probst learned about an error caused by the software service we use for onboarding new employees (“Application Provider”). Specifically, we learned that, between April 4 and June 28, 2022, one of the “download” options on that service caused the erroneous download of files for other individuals (in addition to the individual using the service). Notably, all of the erroneous downloads were made to one of our (or our affiliate’s) incoming employees. Also, this particular download option was not used frequently, so the error only occurred a relatively small number of times.

We immediately launched an investigation to determine the nature and scope of the incident. The Application Provider removed the problematic download option and determined that the erroneous downloads had been caused by a software programming issue.

We have spoken with the individuals identified by the Application Provider as having used the download option in question, and they have all confirmed that they did not use, copy, or share any downloaded information pertaining to other individuals, and that any such information has been deleted from their devices. Accordingly, we do not believe your information has been or will be misused in relation to this incident.

What Information Was Involved

We believe the following onboarding form(s) pertaining to you were erroneously downloaded: <<Variable Data 1>>. Such form(s) included the information you provided, such as your name, <<Variable Data 2>><<Variable Data 3>>.

What We Are Doing

We have diligently analyzed the information available to us about the incident and the records involved.¹ The Application Provider has assured us that the issue has been addressed and that the download option, if reinstated, will no longer cause unintended downloads to occur. As part of our ongoing commitment to information security, we continue to look for ways to improve our processes and procedures, both internally and with respect to our service providers, and to evaluate additional measures to protect against this type of incident in the future.

As an added precaution, we have arranged for IDX to protect your identity and help you recover from potential identity theft. IDX will provide this service for 24 months at no cost to you. Part of this benefit is automatic and there is no need for you to enroll. This automatic benefit consists of fully managed identity resolution services. If you have an identity theft issue, simply call IDX at 1-800-939-4170 for assistance. Other services require that you actively enroll with IDX

¹ This notification was not delayed as a result of a law enforcement investigation.

(again, at no cost to you). These optional services are described in more detail below. You must enroll by November 4, 2022, to obtain these optional services.

What You Can Do

You should read the enclosed “Information About Identity Theft Protection.” We also encourage you to take advantage of the following identity recovery and protection services for 24 months from IDX that we have obtained for you: credit monitoring and CyberScan monitoring assistance, fully managed identity theft recovery services, and a \$1,000,000 insurance reimbursement policy. These services, which are further described in the enclosed “Additional Product Information from IDX,” are available through IDX and are provided as a complimentary 24-month membership. To enroll and start monitoring your personal information and obtain insurance coverage please follow the steps below:

- Visit the IDX website to enroll: <https://app.idx.us/account-creation/protect>.
- Call IDX to enroll: 1-800-939-4170. IDX representatives are available Monday through Friday from 7 am - 7 pm Mountain Time.
- Be sure to enroll before your enrollment deadline, which is November 4, 2022.

Again, you are automatically covered for the fully managed identity resolution services, so there is no need to enroll for that benefit. If you have an identity theft issue, simply call IDX at 1-800-939-4170 for immediate assistance.

Please be on the lookout for any scams that attempt to lure you into providing personal information in connection with this incident. We will not call you or send you any email messages asking for your personal information or credit card information, or send you any email messages asking you to “click” on any links to activate credit monitoring. You should not provide information in response to any such calls or email messages, and you should not click on any links within any such email messages. The only way for you to contact IDX and/or to set up the credit monitoring we have obtained for you is as set forth in this letter.

For More Information

For additional information and assistance, please call 1-800-939-4170.

* * *

Probst sincerely apologizes for any inconvenience that this incident may have caused. We are committed to protecting your personal information, and we will continue to look for ways to improve our efforts.

Sincerely,



Ben Harris
President
Probst Electric, Inc.
<<Variable Data 4>>

Enclosure

Information About Identity Theft Protection

Remain Vigilant. We recommend that you regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. Purchase a copy of your credit report from the national credit reporting agencies listed below.

Equifax: P.O. Box 740241, Atlanta, GA 30374, 1-866-349-5191, www.equifax.com

Experian: P.O. Box 2002, Allen, TX 75013, 1-866-200-6020, www.experian.com

TransUnion: P.O. Box 1000, Chester, PA 19016, 1-800-888-4213, www.transunion.com

When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you do not recognize. Look for inaccurate information, such as home address or Social Security number. If you see anything you do not understand or that looks incorrect, call the credit reporting agency at the telephone number on the report.

We recommend you vigilantly review your account statements and credit reports and promptly report any suspicious activity or suspected identity theft to law enforcement authorities, including local law enforcement, your state's attorney general and/or the Federal Trade Commission (FTC). You may contact the FTC or your state's regulatory authority to obtain information about avoiding identity theft. Contact the FTC at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft.

For Maryland residents: You may obtain information about preventing and avoiding identity theft from the Maryland Office of the Attorney General: Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023, <https://www.marylandattorneygeneral.gov/>.

For North Carolina residents: You may obtain information about preventing and avoiding identity theft from the North Carolina Attorney General's Office: North Carolina Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699, 1-877-5-NO-SCAM (66-7226), <https://ncdoj.gov>.

For New Mexico residents: You have rights under the federal Fair Credit Reporting Act (FCRA). These include, among others, the right to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct, delete, or block inaccurate, incomplete, or unverifiable information; and to place a fraud alert on your credit report. For more information about the FCRA, please visit <https://www.ftc.gov/>.

For New York residents: You may obtain information regarding security breach response and identity theft prevention and protection from the New York Department of State, Division of Consumer Protection, 1-800-697-1220, <https://dos.ny.gov/identity-theft-prevention-and-mitigation-program>.

Fraud Alerts: You can place two types of fraud alerts on your credit report to notify creditors: an initial alert and an extended alert. You may place an initial fraud alert on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert lasts for one year. You may place an extended alert on your credit report by mail if you have been a victim of identity theft with the appropriate documentary proof. An extended fraud alert lasts for seven years. You can place a fraud alert on your credit report by calling the toll-free fraud number or visiting the website of any of the three national credit reporting agencies listed below. You only need to notify one agency, because it must notify the other two agencies.

Equifax: 1-866-349-5191, www.equifax.com/personal/education/identity-theft/fraud-alert-security-freeze-credit-lock/

Experian: 1-888-397-3742, <https://www.experian.com/fraud/center.html>

TransUnion: 1-800-680-7289, <https://www.transunion.com/fraud-alerts>

Credit Freezes: You may put a credit freeze, also known as a security freeze, on your credit file so that no new credit can be opened in your name without the use of a PIN number and/or password that may be issued to you when you initiate a freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to access your credit report unless you lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. There is no fee to place, lift and/or remove a credit freeze. *Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting agency.* Contact the three major credit reporting agencies to place a credit freeze and learn more information:

Equifax Security Freeze

P.O. Box 105788

Atlanta, GA 30348

1-800-349-9960

<https://www.equifax.com/personal/credit-report-services/credit-freeze/>

Experian Security Freeze

P.O. Box 9554

Allen, TX 75013

1-888-397-3742

<https://www.experian.com/freeze/center.html>

TransUnion Security Freeze

P.O. Box 160

Woodlyn, PA 19094

1-888-909-8872

<https://www.transunion.com/credit-freeze>

You can obtain more information about fraud alerts and credit freezes by contacting the FTC or one of the national credit reporting agencies listed above.



Additional Product Information from IDX

- 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.