



June 14, 2022

Office of the Attorney General
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202
IDtheft@oag.state.md.us



Orrick, Herrington & Sutcliffe LLP

222 Berkeley Street
Suite 2000
Boston, MA 02116-3740

+1 617 880 1800

orrick.com

Heather Egan Sussman

E hsussman@orrick.com

D +1 617 880 1830

F +1 617 880 1801

VIA POSTAL MAIL

Re: Notice Regarding Security Incident

To Whom It May Concern,

I write on behalf of Robert Half International Inc ("Robert Half") to inform you of a security incident.

Between May 16, 2022 and May 31, 2022, Robert Half identified suspicious login activity on certain RobertHalf.com user accounts. Upon discovering the incident, Robert Half reset user passwords and took steps to strengthen authentication controls for the RobertHalf.com application.

An investigation with the assistance of a leading cybersecurity firm was commenced, and law enforcement was notified. While Robert Half does not have evidence that personal information contained in these accounts was actually accessed or downloaded, accounts for approximately twenty-four (24) Maryland residents with suspicious login activity between April 26, 2022, and May 16, 2022, contained a name and Social Security number and, as a result, we are notifying these individuals regarding the matter.

Robert Half began notifying Maryland residents on June 14, 2022 and is offering two (2) years of free credit monitoring services provided by Experian. A sample of the individual notice is attached hereto.

If you have any questions about this event, please contact me at hsussman@orrick.com or +1 617 880 1830.

Sincerely,

A handwritten signature in blue ink, appearing to read "HS", located below the "Sincerely," text.

Heather Egan Sussman
Partner
Cyber, Privacy & Data Innovation



Return Mail Processing
PO Box 589
Claysburg, PA 16625-0589

June 14, 2022

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SAMPLE A SAMPLE - L01
APT ABC
123 ANY STREET
ANYTOWN, ST 12345-6789



Re: Notice of Cybersecurity Incident

Dear Sample A. Sample,

We are writing to you regarding a cybersecurity incident affecting your online account with Robert Half. This notice provides information on what happened, what we are doing about it and our offer of complimentary credit monitoring.

What Happened?

We recently identified suspicious login activity on your RobertHalf.com account that occurred in late April/early May 2022. Upon detection, we required you to reset your account password, and we took steps to strengthen authentication controls for the website. With the assistance of a leading cybersecurity firm, an investigation commenced, and we notified law enforcement.

What Information Was Involved?

Your name, address, Social Security number, wage information and other tax information were contained in your RobertHalf.com account at the time of the suspicious login activity. While we do not have evidence that this information was actually accessed or downloaded, in the interest of transparency we wanted to inform you about this incident and provide you with the information in this letter. While your financial account number for direct deposit was contained in your RobertHalf.com account, it is partially masked, and only the last four digits of your account number are displayed.

What We Are Doing:

Robert Half is offering a twenty-four (24) month membership to Experian's® IdentityWorksSM at no cost to you. Experian explains that this product provides you with superior identity detection and resolution of identity theft. While we have no evidence that your information has been misused, the laws of some states require credit monitoring in cases of an incident involving a Social Security number. Where the law does not require credit monitoring, we are nonetheless offering it to treat individuals equally regardless of state of residence. Please see Attachment A for details regarding the membership provided by Experian, as well as how to enroll with your unique code. **You must enroll by 9/2/2022 to receive these services.**

In addition to these actions, we continue to regularly review our security and privacy policies and procedures, implementing changes when needed to enhance our information security and privacy program.

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What You Can Do:

To protect your other information, we suggest you also change your password on any other accounts where you may have used those same login credentials. It is always a good idea to remain vigilant against threats of identity theft or fraud and to regularly review and monitor your account statements and credit history for any signs of unauthorized transactions or activity. If you ever suspect that you are the victim of identity theft or fraud, you can contact your local police. Additional information about how to protect your identity is included below and in Attachment B.

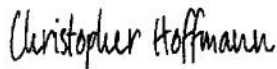
Additionally, the following list provides some password management best practices that help keep passwords secure:

- **Never use personal information in your passwords:** Strong passwords should not include references to personal information, such as names, birthdays, addresses or phone numbers.
- **Include a combination of letters, numbers and symbols:** Secure passwords include a variety of random characters, numbers and letters to make the password more complex.
- **Never repeat passwords:** Reusing the same password for different accounts puts you at risk of credential stuffing attacks frequently used by cybercriminals to gain access to multiple accounts using the same login credentials.

For more information:

If you have questions regarding registering for the Experian product, please contact Experian at 1-877-288-8057. Please direct all other inquiries regarding this incident to Robert Half at customerservice@roberthalf.com, or call us toll-free at 1-888-437-7932, Monday through Friday from 6:00 a.m. to 6:00 p.m. PT.

Sincerely,



Christopher M. Hoffmann
Global Privacy Officer & Senior Vice President
Robert Half International Inc.

Attachment A

Experian's® IdentityWorksSM Activation Information

To help protect your identity, we are offering a complimentary twenty-four (24) month membership of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: 9/2/2022** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bcredit>
- Provide your **activation code: ABCDEFGHI**

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 1-877-288-8057 by **9/2/2022**. Be prepared to provide engagement number **B054523** as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR TWENTY-FOUR MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARETM:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance^{**}:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 1-877-288-8057. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for twenty-four (24) months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

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Attachment B

MORE INFORMATION ABOUT IDENTITY PROTECTION

INFORMATION ON OBTAINING A FREE CREDIT REPORT

U.S. residents are entitled under U.S. law to one free credit report annually from each of the three major credit bureaus. To order your free credit reports, visit www.annualcreditreport.com or call toll-free (877) 322-8228.

INFORMATION ON IMPLEMENTING A FRAUD ALERT OR SECURITY FREEZE

The law allows you to contact the three major credit bureaus at the addresses below to place a fraud alert on your credit report. A fraud alert indicates to anyone requesting your credit file that you suspect you are a possible victim of fraud. A fraud alert does not affect your ability to get a loan or credit. Instead, it alerts a business that your personal information might have been compromised and requires that business to verify your identity before issuing you credit. Although this may cause some short delay if you are the one applying for the credit, it might protect against someone else obtaining credit in your name.

A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit, mortgages, employment, housing, or other services. A credit reporting agency may not charge you to place, temporarily lift, or permanently remove a security freeze.

To place a fraud alert or security freeze on your credit report, you must contact the three credit bureaus below:

Equifax

Consumer Fraud Division
P.O. Box 740256
Atlanta, GA 30374
(888) 766-0008
www.equifax.com

Experian

Credit Fraud Center
P.O. Box 9554
Allen, TX 75013
(888) 397-3742
www.experian.com

TransUnion

TransUnion LLC
P.O. Box 2000
Chester, PA 19022-2000
(800) 680-7289
www.transunion.com

To request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, the addresses where you have lived over those prior five years;
5. Proof of current address such as a current utility bill or telephone bill; and
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, military identification, etc.).

You may also contact the U.S. Federal Trade Commission ("FTC") for further information on fraud alerts, security freezes, and how to protect yourself from identity theft. The FTC can be contacted at 400 7th St. SW, Washington, DC 20024; telephone +1 (877) 382-4357; or www.consumer.gov/idtheft.

ADDITIONAL RESOURCES

Your state attorney general may also have advice on preventing identity theft, and you should report instances of known or suspected identity theft to law enforcement, your state attorney general, or the FTC.

District of Columbia Residents: The District of Columbia Attorney General may be contacted at: 400 6th Street, NW, Washington, DC 20001; 202-727-3400; oag@dc.gov, and www.oag.dc.gov.

Maryland Residents: The Attorney General can be contacted at Office of Attorney General, 200 St. Paul Place, Baltimore, Maryland 21202; +1 (888) 743-0023; or www.marylandattorneygeneral.gov. Robert Half is located at 2884 Sand Hill Road, Suite 200, Menlo Park, California 94025.

Massachusetts Residents: Under Massachusetts law, you have the right to obtain any police report filed in connection to the cybersecurity event. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

North Carolina Residents: The Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001; +1 (919) 716-6400; or www.ncdoj.gov.

New Mexico Residents: You have rights under the federal Fair Credit Reporting Act (FCRA), which governs the collection and use of information pertaining to you by consumer reporting agencies. For more information about your rights under the FCRA, please visit www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf or www.ftc.gov.

New York Residents: The Attorney General can be contacted at the Office of the Attorney General, The Capitol, Albany, NY 12224-0341, +1 (800)-771-7755; or www.ag.ny.gov.

Rhode Island Residents: The Attorney General can be contacted at 150 South Main Street, Providence, Rhode Island 02903; +1 (401) 274-4400; or www.riag.ri.gov. You may also file a police report by contacting local or state law enforcement agencies. There was 1 Rhode Island resident notified in connection with this incident.



