



MULLEN
COUGHLIN^{LLC}
ATTORNEYS AT LAW

Katie Butler
Office: (267) 930-1613
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609 SW 8th Street, Suite 600
Bentonville, AR 72712

August 15, 2022

VIA E-MAIL

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

Re: Notice of Data Event

Dear Sir or Madam:

We represent Disability Associates, LLC (“Disability Associates”) located at 222 Bosley Avenue, Suite C-7, Towson, Maryland 21204, and are writing to notify your office of an incident that may affect the security of certain personal information relating to 1,734 Maryland residents. The investigation into this matter is ongoing, and this notice will be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, Disability Associates does not waive any rights or defenses regarding the applicability of Maryland law, the applicability of the Maryland data event notification statute, or personal jurisdiction.

Nature of the Data Event

On or about March 31, 2022, Disability Associates discovered suspicious activity related to an employee email account. Disability Associates immediately took steps to secure the email account and launched an investigation with the assistance of third-party computer specialists to determine the nature and scope of the activity. Disability Associates’ investigation determined that there was unauthorized access to the affected email account on April 1, 2022. The investigation could not confirm what specific information within the account may have been accessed by the unauthorized individual. Therefore, in an abundance of caution, Disability Associates undertook a diligent and comprehensive review of the entire contents of the impacted email account to determine the information present in the account and potentially subject to unauthorized access.

Disability Associates then worked to identify contact information for the impacted individuals. That process completed on July 13, 2022. Through this process, Disability Associates determined that certain information related to certain individuals was accessible, although not necessarily actually accessed or viewed by unauthorized individuals, within the account at the time of this incident and

may have been impacted. The information that could have been subject to unauthorized access includes name, Social Security number, Driver's License number, financial account information, payment card information, tax identification number, passport number, medical information, health insurance information, and username and password information.

Notice to Maryland Residents

On or about August 15, 2022, Disability Associates began providing written notice of this incident to 1,734 Maryland residents. Written notice is being provided in substantially the same form as the letter attached here as **Exhibit A**. Disability Associates' investigation into this event is ongoing and additional impacted individuals may be identified. This notification may be supplemented if it is determined that a significant number of additional Maryland residents are notified.

Other Steps Taken and To Be Taken

Upon discovering the event, Disability Associates moved quickly to investigate and respond to the incident, assess the security of Disability Associates systems, and identify potentially affected individuals. Disability Associates is also working to implement additional safeguards and training to its employees. Disability Associates is providing access to credit monitoring services for one year, through Experian, to individuals whose personal information was potentially affected by this incident, at no cost to these individuals.

Additionally, Disability Associates is providing impacted individuals with guidance on how to better protect against identity theft and fraud. Disability Associates is providing individuals with information on how to place a fraud alert and security freeze on one's credit file, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud.

Disability Associates is providing written notice of this incident to relevant state regulators, as necessary, and to the three major credit reporting agencies, Equifax, Experian, and TransUnion.

Contact Information

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (267) 930-1613.

Very truly yours,



Katie Butler of
MULLEN COUGHLIN LLC

KLB/eks
Enclosure

EXHIBIT A



ATTORNEYS AT LAW // Tracey N. Pate, Managing Attorney

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

August 15, 2022

i2126-L01-0000001 T00001 P001 *****SCH 5-DIGIT 12345



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



NOTICE OF [Variable Header]

Dear Sample A. Sample:

Disability Associates, LLC (“Disability Associates”) writes to notify you of a recent incident that may affect the privacy of some of your information. We are providing you with information about the incident, our ongoing response, and resources available to you to help protect your information, should you feel it is appropriate to do so.

What Happened?

On March 31, 2022, Disability Associates discovered suspicious activity related to an employee email account. We immediately took steps to secure the email account and launched an investigation with the assistance of third-party computer specialists to determine the nature and scope of the activity. Disability Associates’ investigation determined that there was unauthorized access to the affected email account on April 1, 2022. The investigation could not confirm what specific information within the account may have been accessed by the unauthorized individual. Therefore, in an abundance of caution, Disability Associates undertook a diligent and comprehensive review of the entire contents of the impacted email account to determine the information present in the account and potentially subject to unauthorized access. On July 13, 2022, Disability Associates’ review determined that the accessed emails and attachments contained certain information related to you.

What Information Was Involved?

The investigation determined that your [data elements] name may have been accessed and/or acquired by an unauthorized actor. At this time, we have no indication that your information was subject to actual or attempted misuse as a result of this incident.

What We Are Doing.

We take this incident and the security of personal information in our care very seriously. Upon learning of this incident, we moved quickly to investigate and respond, assess the security of our systems, and notify potentially affected individuals. As part of our ongoing commitment to the security of information, we are reviewing and enhancing existing policies and procedures to reduce the likelihood of a similar future incident. We reported this incident to federal law enforcement and will comply with any investigation. We will also be notifying state regulators, as required.

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i2126-L01

As an added precaution, we are also offering you complimentary access to [enrollment length] of credit monitoring and identity theft restoration services through Experian. We encourage you to activate these services as we are not able to act on your behalf to activate them for you. Please review the instructions contained in the attached Steps You Can Take to Help Protect Your Information for additional information on these services.

What You Can Do.

We encourage you to remain vigilant against identity theft and fraud by reviewing your account statements and monitoring your free credit reports for suspicious activity and to detect errors. You can find out more about how to protect your information in the enclosed *Steps You Can Take to Help Protect Your Information*. There you will also find more information on the credit monitoring services we are offering and how to enroll.

For More Information.

We understand you may have questions about this incident that are not addressed in this letter. If you have additional questions, or need assistance, please call us at (833) 514-1445 Monday through Friday between the hours of 6 a.m. to 8 p.m. PST; Saturday and Sunday between the hours of 8 a.m. to 5 p.m. PST excluding U.S. holidays.

We take this incident very seriously and sincerely regret any inconvenience or concern this incident caused you.

Sincerely,

Disability Associates, LLC

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

Enroll in Credit Monitoring

To help protect your identity, we are offering complimentary access to Experian IdentityWorksSM for [enrollment length].

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. 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 from the date of the incident (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 Identity Restoration is available to you for [enrollment length] 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.

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary [enrollment length] membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by November 9, 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 that arose as a result of this incident, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at (833) 514-1445 by November 9, 2022. Be prepared to provide engagement number ENGAGE# as proof of eligibility for the Identity Restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR [enrollment length] 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.
- **\$1 Million Identity Theft Insurance^{**}:** Provides coverage for certain costs and unauthorized electronic fund transfers.

* 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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Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers 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 display on a consumer’s credit file, 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, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers 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 the consumer’s 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 to take control over who gets access to the personal and financial information in your credit report 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., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, etc.); 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 credit freeze, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
888-298-0045	888-397-3742	833-395-6938
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

Additional Information

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. 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 and your state Attorney General. 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 Street, NW, Washington, DC 20001; 202-727-3400; and oag@dc.gov.

For Maryland residents, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 410-528-8662 or 888-743-0023; and www.oag.state.md.us. Disability Associates is located at 222 Bosley Avenue, Suite C-7, Towson, Maryland 21204.

For New York residents, the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 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; 877-566-7226 or 919-716-6000; and www.ncdoj.gov.





MULLEN
COUGHLIN_{LLC}
ATTORNEYS AT LAW

Katie Butler
Office: (267) 930-1613
Fax: (267) 930-4771
Email: kbutler@mullen.law

609 SW 8th Street, Suite 600
Bentonville, AR 72712

September 21, 2022

VIA E-MAIL

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

Re: Supplemental Notice of Data Event

Dear Sir or Madam:

We continue to represent Disability Associates, LLC (“Disability Associates”) located at 222 Bosley Avenue, Suite C-7, Towson, Maryland 21204, and are writing to supplement our August 15, 2022, notice to your office attached hereto as ***Exhibit 1***. The investigation into this matter is ongoing, and this notice will be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, Disability Associates does not waive any rights or defenses regarding the applicability of Maryland law, the applicability of the Maryland data event notification statute, or personal jurisdiction.

Nature of the Data Event

On or about March 31, 2022, Disability Associates discovered suspicious activity related to an employee email account. Disability Associates immediately took steps to secure the email account and launched an investigation with the assistance of third-party computer specialists to determine the nature and scope of the activity. Disability Associates’ investigation determined that there was unauthorized access to the affected email account on April 1, 2022. The investigation could not confirm what specific information within the account may have been accessed by the unauthorized individual. Therefore, in an abundance of caution, Disability Associates undertook a diligent and comprehensive review of the entire contents of the impacted email account to determine the information present in the account and potentially subject to unauthorized access.

Through this process, Disability Associates determined that certain information related to certain individuals was accessible, although not necessarily actually accessed or viewed by unauthorized individuals, within the account at the time of this incident and may have been impacted. Disability Associates then began reviewing its records and taking steps to identify address information for purposes of providing notice of this incident to those whose information is potentially affected. Disability Associates began notifying individuals as information became available beginning on or around August 15, 2022.

On or around August 23, 2022, Disability Associates completed its most recent review effort and determined that the name, Social Security number, financial account information, medical information, and health insurance information of Maryland residents were present on the impacted email account.

Notice to Maryland Residents

As noted above, on or about August 15, 2022, Disability Associates began providing written notice to potentially impacted individuals of this incident. This notice included notice to one thousand seven hundred thirty-four (1,734) Maryland residents. On September 21, 2022, Disability Associates will continue providing written notice of this incident to individuals including three hundred sixty-seven (367) Maryland residents. Written notice is being provided in substantially the same form as the letter attached here as ***Exhibit 2***. The total number of Maryland residents notified of this incident is two thousand one hundred and one (2,101).

Other Steps Taken and To Be Taken

Upon discovering the event, Disability Associates moved quickly to investigate and respond to the incident, assess the security of Disability Associates systems, and identify potentially affected individuals. Disability Associates is also working to implement additional safeguards and training to its employees. Disability Associates is providing access to credit monitoring services for one (1) year, through Experian, to individuals whose personal information was potentially affected by this incident, at no cost to these individuals.

Additionally, Disability Associates is providing impacted individuals with guidance on how to better protect against identity theft and fraud. Disability Associates is providing individuals with information on how to place a fraud alert and security freeze on one's credit file, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud.

Disability Associates is providing written notice of this incident to relevant state regulators, as necessary.

Contact Information

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (267) 930-1613.

Very truly yours,

Katie Butler of
MULLEN COUGHLIN LLC

KLB/aar
Enclosure

EXHIBIT 1

From: Addia Rodriguez
Sent: Monday, August 15, 2022 4:13 PM
To: idtheft@oag.state.md.us
Cc: Katie Butler; Susan Fuster-Marin; John Mullen; Jennifer McKelvie
Subject: Notice of Data Event - Disability Associates - MD
Attachments: Notice of Data Event - Disability Associates - MD.pdf

Dear Sir or Madam,

Please see the attached Notice of Data Event.

Regards,
Katie and Addia

Addia Rodriguez
Attorney
Mullen Coughlin LLC
426 W. Lancaster Avenue, Suite 200
Devon, PA 19333
(267) 930-4693 - Office
(386) 344-2185 - Mobile
arodriguez@mullen.law



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ATTORNEYS AT LAW

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Office: (267) 930-1613
Fax: (267) 930-4771
Email: kbutler@mullen.law

609 SW 8th Street, Suite 600
Bentonville, AR 72712

August 15, 2022

VIA E-MAIL

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

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Nature of the Data Event

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may have been impacted. The information that could have been subject to unauthorized access includes name, Social Security number, Driver's License number, financial account information, payment card information, tax identification number, passport number, medical information, health insurance information, and username and password information.

Notice to Maryland Residents

On or about August 15, 2022, Disability Associates began providing written notice of this incident to 1,734 Maryland residents. Written notice is being provided in substantially the same form as the letter attached here as **Exhibit A**. Disability Associates' investigation into this event is ongoing and additional impacted individuals may be identified. This notification may be supplemented if it is determined that a significant number of additional Maryland residents are notified.

Other Steps Taken and To Be Taken

Upon discovering the event, Disability Associates moved quickly to investigate and respond to the incident, assess the security of Disability Associates systems, and identify potentially affected individuals. Disability Associates is also working to implement additional safeguards and training to its employees. Disability Associates is providing access to credit monitoring services for one year, through Experian, to individuals whose personal information was potentially affected by this incident, at no cost to these individuals.

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Disability Associates is providing written notice of this incident to relevant state regulators, as necessary, and to the three major credit reporting agencies, Equifax, Experian, and TransUnion.

Contact Information

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (267) 930-1613.

Very truly yours,



Katie Butler of
MULLEN COUGHLIN LLC

KLB/eks
Enclosure

EXHIBIT A



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

August 15, 2022

i2126-L01-0000001 T00001 P001 *****SCH 5-DIGIT 12345



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



NOTICE OF [Variable Header]

Dear Sample A. Sample:

Disability Associates, LLC (“Disability Associates”) writes to notify you of a recent incident that may affect the privacy of some of your information. We are providing you with information about the incident, our ongoing response, and resources available to you to help protect your information, should you feel it is appropriate to do so.

What Happened?

On March 31, 2022, Disability Associates discovered suspicious activity related to an employee email account. We immediately took steps to secure the email account and launched an investigation with the assistance of third-party computer specialists to determine the nature and scope of the activity. Disability Associates’ investigation determined that there was unauthorized access to the affected email account on April 1, 2022. The investigation could not confirm what specific information within the account may have been accessed by the unauthorized individual. Therefore, in an abundance of caution, Disability Associates undertook a diligent and comprehensive review of the entire contents of the impacted email account to determine the information present in the account and potentially subject to unauthorized access. On July 13, 2022, Disability Associates’ review determined that the accessed emails and attachments contained certain information related to you.

What Information Was Involved?

The investigation determined that your [data elements] name may have been accessed and/or acquired by an unauthorized actor. At this time, we have no indication that your information was subject to actual or attempted misuse as a result of this incident.

What We Are Doing.

We take this incident and the security of personal information in our care very seriously. Upon learning of this incident, we moved quickly to investigate and respond, assess the security of our systems, and notify potentially affected individuals. As part of our ongoing commitment to the security of information, we are reviewing and enhancing existing policies and procedures to reduce the likelihood of a similar future incident. We reported this incident to federal law enforcement and will comply with any investigation. We will also be notifying state regulators, as required.

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i2126-L01

As an added precaution, we are also offering you complimentary access to [enrollment length] of credit monitoring and identity theft restoration services through Experian. We encourage you to activate these services as we are not able to act on your behalf to activate them for you. Please review the instructions contained in the attached Steps You Can Take to Help Protect Your Information for additional information on these services.

What You Can Do.

We encourage you to remain vigilant against identity theft and fraud by reviewing your account statements and monitoring your free credit reports for suspicious activity and to detect errors. You can find out more about how to protect your information in the enclosed *Steps You Can Take to Help Protect Your Information*. There you will also find more information on the credit monitoring services we are offering and how to enroll.

For More Information.

We understand you may have questions about this incident that are not addressed in this letter. If you have additional questions, or need assistance, please call us at (833) 514-1445 Monday through Friday between the hours of 6 a.m. to 8 p.m. PST; Saturday and Sunday between the hours of 8 a.m. to 5 p.m. PST excluding U.S. holidays.

We take this incident very seriously and sincerely regret any inconvenience or concern this incident caused you.

Sincerely,

Disability Associates, LLC

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

Enroll in Credit Monitoring

To help protect your identity, we are offering complimentary access to Experian IdentityWorksSM for [enrollment length].

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. 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 from the date of the incident (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 Identity Restoration is available to you for [enrollment length] 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.

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- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bcredit>
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If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at (833) 514-1445 by November 9, 2022. Be prepared to provide engagement number ENGAGE# as proof of eligibility for the Identity Restoration services by Experian.

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- **\$1 Million Identity Theft Insurance^{**}:** Provides coverage for certain costs and unauthorized electronic fund transfers.

* 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.

0000001



Monitor Your Accounts

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2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, etc.); 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 credit freeze, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
888-298-0045	888-397-3742	833-395-6938
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

Additional Information

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. 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 and your state Attorney General. 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 Street, NW, Washington, DC 20001; 202-727-3400; and oag@dc.gov.

For Maryland residents, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 410-528-8662 or 888-743-0023; and www.oag.state.md.us. Disability Associates is located at 222 Bosley Avenue, Suite C-7, Towson, Maryland 21204.

For New York residents, the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 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; 877-566-7226 or 919-716-6000; and www.ncdoj.gov.



EXHIBIT 2



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

September 21, 2022

i3557-L01-0000001 T00001 P001 *****SCH 5-DIGIT 12345



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



NOTICE OF [Variable Header]

Dear Sample A. Sample:

Disability Associates, LLC (“Disability Associates”) writes to notify you of a recent incident that may affect the privacy of some of your information. We are providing you with information about the incident, our ongoing response, and resources available to you to help protect your information, should you feel it is appropriate to do so.

What Happened?

On March 31, 2022, Disability Associates discovered suspicious activity related to an employee email account. We immediately took steps to secure the email account and launched an investigation with the assistance of third-party computer specialists to determine the nature and scope of the activity. Disability Associates’ investigation determined that there was unauthorized access to the affected email account on April 1, 2022. The investigation could not confirm what specific information within the account may have been accessed by the unauthorized individual. Therefore, in an abundance of caution, Disability Associates undertook a diligent and comprehensive review of the entire contents of the impacted email account to determine the information present in the account and potentially subject to unauthorized access. On August 23, 2022, Disability Associates’ review determined that the accessed emails and attachments contained certain information related to you.

What Information Was Involved?

The investigation determined that your [data elements] and name may have been accessed and/or acquired by an unauthorized actor. At this time, we have no indication that your information was subject to actual or attempted misuse as a result of this incident.

What We Are Doing.

We take this incident and the security of personal information in our care very seriously. Upon learning of this incident, we moved quickly to investigate and respond, assess the security of our systems, and notify potentially affected individuals. As part of our ongoing commitment to the security of information, we are reviewing and enhancing existing policies and procedures to reduce the likelihood of a similar future incident. We reported this incident to federal law enforcement and will comply with any investigation. We will also be notifying state regulators, as required.

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As an added precaution, we are also offering you complimentary access to XX months of credit monitoring and identity theft restoration services through Experian. We encourage you to activate these services as we are not able to act on your behalf to activate them for you. Please review the instructions contained in the attached *Steps You Can Take to Help Protect Your Information* for additional information on these services.

What You Can Do.

We encourage you to remain vigilant against identity theft and fraud by reviewing your account statements and monitoring your free credit reports for suspicious activity and to detect errors. You can find out more about how to protect your information in the enclosed *Steps You Can Take to Help Protect Your Information*. There you will also find more information on the credit monitoring services we are offering and how to enroll.

For More Information.

We understand you may have questions about this incident that are not addressed in this letter. If you have additional questions, or need assistance, please call us at (833) 514-1445 Monday through Friday between the hours of 6 a.m. to 8 p.m. PST; Saturday and Sunday between the hours of 8 a.m. to 5 p.m. PST excluding U.S. holidays.

We take this incident very seriously and sincerely regret any inconvenience or concern this incident caused you.

Sincerely,

Disability Associates, LLC

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

Enroll in Credit Monitoring

What we are doing to protect your information:

To help protect your identity, we are offering a complimentary XX-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**: December 31, 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 (833) 514-1445 by December 31, 2022. Be prepared to provide engagement number ENGAGE# as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR XX-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 file for indicators of fraud.
- **Identity Restoration**: Identity Restoration agents 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.

* 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.

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 (833) 514-1445. 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 XX 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.

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Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers 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 display on a consumer’s credit file, 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, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers 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 the consumer’s 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 to take control over who gets access to the personal and financial information in your credit report 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., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, etc.); and
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	9554, Allen, TX 75013	2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box	Experian Credit Freeze, P.O. Box	TransUnion Credit Freeze, P.O.
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