



MULLEN
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426 W. Lancaster Avenue, Suite 200
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August 25, 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 Rugged Solutions America, LLC d/b/a Rugged Depot (“RSA”) located at 100 Dunbar Street, Spartanburg, South Carolina 29306, and are writing to notify your office of an incident that may affect the security of certain personal information relating to one (1) Maryland resident. By providing this notice, RSA 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 June 28, 2022, RSA became aware of suspicious activity related to an employee’s email account. RSA immediately launched an investigation into the nature and scope of the event with the assistance of computer forensics specialists. The investigation determined that an unauthorized actor had accessed certain emails contained within the employee’s email account for a limited period of time between June 27, 2022 and June 28, 2022. RSA then conducted a thorough and time-intensive review of the impacted emails, and recently determined that email messages containing certain individuals’ information were opened and/or accessed by the unauthorized actor, and the information relating to those individuals may have been viewed.

The information that could have been subject to unauthorized access includes name and credit card information.

Notice to Maryland Resident

On or about August 25, 2022, RSA provided written notice of this incident to one (1) Maryland resident. Written notice is being provided in substantially the same form as the letter attached here as ***Exhibit A***.

Other Steps Taken and To Be Taken

Upon discovering the event, RSA moved quickly to investigate and respond to the incident, assess the security of RSA systems, and identify potentially affected individuals. RSA has already implemented additional technical safeguards, and is providing additional training to its employees to help prevent a similar incident from occurring in the future. RSA is providing access to credit monitoring services for twelve (12) months, through Experian, to individuals whose personal information was potentially affected by this incident, at no cost to these individuals.

Additionally, RSA is providing impacted individuals with guidance on how to better protect against identity theft and fraud, including advising individuals to report any suspected incidents of identity theft or fraud to their credit card company and/or bank. RSA 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.

Contact Information

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (267) 930-4839.

Very truly yours,

Rebecca J. Jones of
MULLEN COUGHLIN LLC

RJJ/ams
Enclosure

EXHIBIT A



100 Dunbar Street
Spartanburg, SC 29306

August 25, 2022

NOTICE OF DATA SECURITY INCIDENT

Rugged Solutions America, LLC d/b/a Rugged Notebooks ("RSA") is writing to make you aware of an event that may affect the security of some of your information. We are providing you with information about the event, our response to it, and resources available to you now to help protect your personal information, should you wish to do so.

What Happened? On June 28, 2022, RSA became aware of suspicious activity related to an employee's email account. We immediately launched an investigation into the nature and scope of the event with the assistance of computer forensics specialists. The investigation determined that an unauthorized individual accessed certain emails contained within the employee's email account for a limited period of time between June 27, 2022 and June 28, 2022. RSA then conducted a thorough and time-intensive review of the impacted emails, and recently determined that email messages containing your information were viewed and/or accessed by the unauthorized individual, and your information may have been viewed.

What Information Was Involved? The investigation determined that the following types of your information were present in an email that was viewed and/or accessed without authorization: name, address, and credit card information.

What We Are Doing. We take this event and the security of your information seriously. Upon becoming aware of the unauthorized activity, we immediately took steps to secure the affected email account, including changing email account passwords, and investigated the incident with computer forensics specialists.

As part of our ongoing commitment to the privacy of information in our care, our policies and procedures are being reviewed and enhanced, additional technical safeguards have been implemented, and additional workforce training is being conducted to reduce the likelihood of a similar event in the future.

Although your Social Security number was not affected by this incident, as an added precaution, we are offering you immediate access to twelve (12) months credit monitoring services through Experian at no cost to you. You can find information on how to enroll in these services in the below "*Steps You Can Take to Protect Your Information.*" You will need to enroll yourself in these services, should you wish to do so, as we are not able to do so on your behalf.

What You Can Do. We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your free credit reports for suspicious activity and to detect errors. If you identify fraudulent payment card activity, we encourage you to reach out to the issuing bank immediately to report the unauthorized activity. You may also review the information contained in the enclosed "*Steps You Can Take to Protect Your Information*" which contains information on what you can do to safeguard against possible misuse of your information. You may also enroll in the complimentary credit monitoring services we are offering.

For More Information. If you have additional questions, please email Brandon Roberts at brandon.roberts@ruggeddepot.com. You may also contact Brandon Roberts by telephone at 706.302.5710. You may also write to RSA at 100 Dunbar Street, Spartanburg, SC 29306.

Sincerely,

Brandon Roberts
Chief Executive Officer

STEPS YOU CAN TAKE TO 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 twelve (12)-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: November 30, 2022** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code:6W3TNP324**

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 (877) 890-9332 by **November 30, 2022**. Be prepared to provide engagement number **B021304** as proof of eligibility for the identity restoration services by Experian.

Additional details regarding your 12-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.

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 (877) 890-9332. 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 twelve (12) 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.

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 1-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 security freeze, you may need to provide the following information, depending on whether you make the request online, by phone, or by mail:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
1. Social Security number;
2. Date of birth;
3. Addresses for the prior two to five years;
4. Proof of current address, such as a current utility bill or telephone bill;
5. A legible photocopy of a government-issued identification card (state driver’s license or ID card, etc.);
6. Social Security card, pay stub, or W2;
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	1-888-397-3742	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 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. Rugged Solutions America, LLC d/b/a Rugged Depot is located at 100 Dunbar Street, Spartanburg, SC 29306.

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/>.