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September 8, 2022

VIA E-MAIL (IDTHEFT@OAG.STATE.MD.US)

Brian E. Frosh
Attorney General
Office of the Attorney General
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202

Re: Incident Notification

Dear Attorney General Frosh:

We are writing on behalf of our client, TNTP, Inc. ("TNTP"), to notify you of a security incident.

TNTP recently concluded its investigation of an incident that involved unauthorized access to a TNTP employee's email account. Upon first suspecting unauthorized access, TNTP immediately secured the email accounts and launched an investigation. In connection with that investigation, TNTP was not able to determine whether the unauthorized party actually viewed any emails or attachments in the accounts. However, in an abundance of caution, TNTP reviewed the emails and attachments contained in the email accounts, and on August 26, 2022, identified an email and/or attachment containing the names and Social Security numbers of three Maryland residents.

On September 8, 2022, TNTP is providing written notice via United States Postal Service mail to the Maryland residents whose information was involved in accordance with Md. Code Ann., Com. Law § 14-3504. A copy of the notification letter is enclosed.¹ TNTP has arranged for eligible individuals whose Social Security number or driver's license number was involved to receive one-year of complimentary identity monitoring services through IDX. TNTP is also providing a toll-free phone number for letter recipients to call for further information about the incident.

¹ This report does not waive TNTP's objection that Maryland lacks personal jurisdiction over it related to any claims that may arise from this incident.

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To help prevent a similar incident from occurring in the future, TNTP has implemented additional security measures to enhance the security of the email environment and continues to train employees concerning data security.

Please do not hesitate to contact me if you have any questions regarding this incident.

Sincerely,

A handwritten signature in dark ink, appearing to read "David B. Sherman". The signature is fluid and cursive, with the first name "David" being more prominent.

David B. Sherman
Partner

Enclosure



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>>

September 8, 2022

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

TNTP, Inc. (“TNTP”) is committed to protecting the privacy and security of the information we maintain. We are writing to inform you about a data security incident that may have involved some of your information. This notice explains the incident, measures we have taken, and some steps you can take in response.

TNTP recently concluded its investigation of an incident that involved unauthorized access to a TNTP employee’s email account. Upon first suspecting unauthorized access, we immediately secured the email accounts and launched an investigation.

The investigation determined that an unauthorized actor gained access to that email account between December 2, 2021, and December 7, 2021. In connection with that investigation, we were not able to determine whether the unauthorized party actually viewed any emails or attachments in the accounts. However, in an abundance of caution, we reviewed the emails and attachments contained in the email accounts, and on August 26, 2022, we identified an email and/or attachment containing your <<VARIABLE DATA>>.

As a precaution, we secured the services of IDX to offer you one-year of credit monitoring and identity theft protection services. IDX is completely free and enrolling in this program will not hurt your credit score. **For more information on IDX, including instructions on how to activate your complimentary one-year membership, as well as some additional steps you can take to protect your information, please see the pages that follow this letter.**

We regret any concern this incident may cause you. To help prevent a similar incident from occurring in the future, we have implemented additional security measures to enhance the security of our email environment and we are continuing to train our employees concerning data security. If you have any questions, please call our dedicated call center at 1-800-939-4170 Monday through Friday from 9 am – 9 pm Eastern Time.

Sincerely,

TNTP



ENROLLMENT INSTRUCTIONS

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. Please note the deadline to enroll is December 8, 2022.

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.

If you discover any suspicious items and have enrolled in IDX identity protection, notify IDX immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

ADDITIONAL STEPS YOU CAN TAKE

We remind you it is always advisable to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

- *Equifax*, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111
- *Experian*, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742
- *TransUnion*, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

- *Federal Trade Commission*, Consumer Response Center, 600 Pennsylvania Avenue NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft

Fraud Alerts: There are two types of general fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years.

To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report.

For those in the military who want to protect their credit while deployed, an Active Duty Military Fraud Alert lasts for one year and can be renewed for the length of your deployment. The credit bureaus will also take you off their marketing lists for pre-screened credit card offers for two years, unless you ask them not to.

Credit or Security Freezes: You have the right to put a credit freeze, also known as a security freeze, on your credit file, free of charge, which makes it more difficult for identity thieves to open new accounts in your name. That's because most creditors need to see your credit report before they approve a new account. If they can't see your report, they may not extend the credit.

How do I place a freeze on my credit reports? There is no fee to place or lift a security freeze. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For information and instructions to place a security freeze, contact each of the credit reporting agencies at the addresses below:

- **Experian Security Freeze**, PO Box 9554, Allen, TX 75013, www.experian.com
- **TransUnion Security Freeze**, PO Box 2000, Chester, PA 19016, www.transunion.com
- **Equifax Security Freeze**, PO Box 105788, Atlanta, GA 30348, www.equifax.com

You'll need to supply your name, address, date of birth, Social Security number and other personal information.

After receiving your freeze request, each credit bureau will provide you with a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

How do I lift a freeze? A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it altogether. If the request is made online or by phone, a credit bureau must lift a freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request.

If you opt for a temporary lift because you are applying for credit or a job, and you can find out which credit bureau the business will contact for your file, you can save some time by lifting the freeze only at that particular credit bureau. Otherwise, you need to make the request with all three credit bureaus.

Additional Information for Residents of the Following States

Maryland: You may contact and obtain information from your state attorney general at: Maryland Attorney General's Office, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023 / 1-410-576-6300, www.oag.state.md.us

New York: You may contact and obtain information from these state agencies:

- New York Department of State Division of Consumer Protection, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001, 518-474-8583 / 1-800-697-1220, <http://www.dos.ny.gov/consumerprotection>
- New York State Office of the Attorney General, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov>