



MULLEN
COUGHLIN_{LLC}
ATTORNEYS AT LAW

Gregory C. Lederman
Office: (267) 930-4637
Fax: (267) 930-4771
Email: glederman@mullen.law

426 W. Lancaster Avenue, Suite 200
Devon, PA 19333

October 4, 2022

VIA EMAIL

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 QM Services, Inc. ("QM Services"), located at 225 South 19th Street, Suite #1, Camp Hill, PA 1011, and are writing to notify your Office on behalf of the Maryland Institute College of Art ("MICA"), 1300 W. Mount Royal Ave, Baltimore, Maryland 21217, of an incident that may affect the security of certain information relating to approximately four hundred and eleven (411) Maryland residents. QM Services is a consultant that provides student health insurance compliance services to MICA.

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, QM Services 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 May 13, 2022, QM Services learned of a misconfiguration that inadvertently made certain information publicly available. Upon becoming aware of the misconfiguration, QM Services immediately took steps to correct the misconfiguration and launched an investigation into the nature and scope of the incident with the assistance of third-party investigative specialists. The investigation determined that due to the misconfiguration, this information was available since it was provided to QM Services until May 14, 2022, when the error was corrected. Although there is no evidence that the information was actually accessed or acquired by an unauthorized party, QM Services was not able to rule this activity out. Therefore, out of an abundance of caution, QM Services notified MICA of this incident and conducted a review of the entire contents of the

impacted systems to determine if they contain information belonging to certain QM Services clients, including MICA. This review was completed on or about September 8, 2022. While the information varied for each individual, the information that could have been subject to unauthorized access includes name, Social Security number, and/or health insurance information. QM Services is providing notice to impacted individuals and regulators, as requested, on its client's behalf.

Notice to Maryland Residents

On October 4, 2022, QM Services will be providing written notice of this incident to four hundred and eleven (411) Maryland residents on behalf of MICA. Written notice is being provided in substantially the same form as the letter attached here as ***Exhibit A***. Notification to impacted clients and individuals is ongoing, and QM Services may supplement this notification if it is determined that a significant number of additional Maryland residents will receive notice.

Other Steps Taken and To Be Taken

Upon discovering the event, QM Services moved quickly to investigate and respond to the incident, correct the misconfiguration, confirm the security of relevant information, and identify potentially affected individuals and QM Services clients. QM Services is also working to implement additional measures into effect to further protect the security of information in its possession.

Additionally, QM Services is providing access to complimentary credit monitoring services for twelve (12) months, through Kroll, to individuals whose Social Security number was potentially affected by this incident. QM Services is and will be providing impacted individuals with guidance on how to better protect against identity theft and fraud, including 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 Explanation of Benefits, 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) 930-4637.

Very truly yours,

Gregory Lederman of
MULLEN COUGHLIN LLC

EXHIBIT A



<<Date>> (Format: Month Day, Year)

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country>>

<<b2b_text_1 (NOTICE OF SECURITY INCIDENT / DATA BREACH, vtext header)>>

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

QM Services, Inc. ("QM Services") is writing to inform you of a recent event that may impact the security of some of your information. QM Services serves as the third-party consultant of the Maryland Institute College of Art ("MICA")'s student health insurance compliance program and received your information related to these services. While we are unaware of any actual or attempted misuse of your information, we are providing you with information about the incident, our response, and steps you may take to help protect against the possibility of identity theft and fraud, should you feel it appropriate to do so.

What Happened? On or about May 13, 2022, QM Services learned of a misconfiguration that inadvertently made certain information publicly available. Upon becoming aware of the misconfiguration, we immediately took steps to correct the misconfiguration and launched an investigation into the nature and scope of the incident with the assistance of third-party investigative specialists. The investigation determined that due to the misconfiguration, this information was available since it was provided to QM Services until May 14, 2022, when the error was corrected. Although there is no evidence that the information was actually accessed or acquired by an unauthorized party, we cannot rule this activity out.

What Information Was Involved? Therefore, out of an abundance of caution, QM Services notified MICA of this incident and conducted a review of the entire contents of the impacted systems to determine if they contain information for certain current and former students. This review was completed on September 9, 2022 and we are notifying you of this incident on behalf of MICA because the investigation confirmed that your <<b2b_text_2 ("name" and data elements)>> were present at the time of the incident. We have no evidence of any actual or attempted misuse of your information resulting from this incident.

What We Are Doing. The confidentiality, privacy, and security of information in our care is one of our highest priorities and we take this incident very seriously. Since discovering this incident, we corrected the misconfiguration and confirmed the security of the information, reviewed our policies and procedures, and put additional measures into effect to further protect the security of information in our possession. We will also be notifying state and federal regulators, as required.

We are also offering identity monitoring services for 12 months through Kroll at no cost to you. The deadline to activate these services is <<b2b_text_6 (date)>>. Information and instructions on how to activate these complimentary services can be found in the enclosed *Steps You Can Take to Help Protect Your Information*. We encourage you to activate these services, 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 and Explanation of Benefits for suspicious activity and to detect errors. Please also review the information contained in the enclosed *Steps You Can Take to Help Protect Your Information*.

For More Information. We understand that you may have questions about this incident that are not addressed in this letter. If you have additional questions, please call our dedicated assistance line at (855) 926-0940, Monday through Friday, between the hours of 9:00 a.m. to 6:30 p.m. Eastern Time, excluding major U.S. holidays.

QM Services sincerely regrets any concern or inconvenience this incident may cause you.

Sincerely,

A handwritten signature in black ink that reads "Dona K. Norris". The signature is written in a cursive style with a large, stylized "D" and "N".

Dona K. Norris
President
QM Services, Inc.

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

Activate Identity Monitoring

Visit <https://enroll.krollmonitoring.com> to activate and take advantage of your identity monitoring services.

You have until <<b2b_text_6 (date)>> to activate your identity monitoring services.

Membership Number: <<Membership Number s_n>>

For more information about Kroll and your Identity Monitoring services, you can visit info.krollmonitoring.com.

Additional information describing your services is included with this letter.

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 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
1-888-298-0045	1-888-397-3742	1-833-395-6938
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; 1-410-528-8662 or 1-888-743-0023; and www.oag.state.md.us. QM Services is located at 225 S. 19th St., Suite 1, Camp Hill, PA 17011.

For New Mexico residents, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting bureaus must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

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/>.

For North Carolina residents, the North Carolina Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and www.ncdoj.gov.

For Rhode Island residents, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; www.riag.ri.gov; and 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. [There are \[#\] Rhode Island residents impacted by this incident.](#)



TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services from Kroll:

Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you’ll have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll’s activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.

To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.



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Gregory Lederman
Office: (267) 930-4637
Fax: (267) 930-4771
Email: glederman@mullen.law

426 W. Lancaster Avenue, Suite 200
Devon, PA 19333

November 10, 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

To Whom It May Concern:

We continue to represent QM Services, Inc. (“QM Services”), located at located at 225 South 19th Street, Suite #1, Camp Hill, PA 17011, and write to supplement our October 4, 2022 notice to your Office. Notification and the investigation into this matter is ongoing and this notice may be supplemented if it is determined that a significant amount of additional Maryland residents will receive notice or significant new facts are learned subsequent to its submission. By providing this notice, QM Services 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.

Based on the ongoing investigation and response, QM Services received address information from clients and is mailing notice to additional individuals whose personal information may have been subject to unauthorized access, which includes two (2) of additional Maryland residents on November 9, 2022, in substantially the same form as the letter attached hereto as ***Exhibit AA***. The information that could have been subject to unauthorized access includes name and Social Security number. QM Services is providing notice to impacted individuals and regulators, as requested, on its client’s behalf.

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (267) 930-4637.

Very truly yours,

Gregory Lederman of
MULLEN COUGHLIN LLC

Mullen.law

EXHIBIT A



<<Date>> (Format: Month Day, Year)

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country>>

NOTICE OF SECURITY INCIDENT

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

QM Services, Inc. ("QM Services") is writing to inform you of a recent event that may impact the security of some of your information. QM Services serves as the third-party consultant of Franklin & Marshall College's student health insurance compliance program and received your information related to these services. While we are unaware of any actual or attempted misuse of your information, we are providing you with information about the incident, our response, and steps you may take to better help protect against the possibility of identity theft and fraud, should you feel it appropriate to do so.

What Happened? On July 12, 2022, QM Services notified Franklin & Marshall College of an incident involving a misconfiguration that inadvertently made certain information publicly available. Upon first becoming aware of the misconfiguration on or about May 13, 2022, we immediately took steps to correct the misconfiguration and launched an investigation into the nature and scope of the incident with the assistance of third-party investigative specialists. The investigation determined that due to the misconfiguration, this information was available from when it was provided to QM Services until May 14, 2022, when the error was corrected. Although there is no evidence that the information was actually accessed or acquired by an unauthorized party, we cannot rule this activity out.

What Information Was Involved? Therefore, out of an abundance of caution, QM Services notified Franklin & Marshall College of this incident and conducted a review of the entire contents of the impacted systems to determine if they contain information for certain current and former students. We are notifying you of this incident because the investigation confirmed that your <<b2b_text_1(name, data elements)>> was present at the time of the incident. We have no evidence of any actual or attempted misuse of your information resulting from this incident.

What We Are Doing. The confidentiality, privacy, and security of information in our care is one of our highest priorities and we take this incident very seriously. Since discovering this incident, we corrected the misconfiguration and confirmed the security of the information, reviewed our policies and procedures, and put additional measures into effect to further protect the security of information in our possession. We will also be notifying state and federal regulators, as required.

We are also offering identity monitoring services for 12 months through Kroll at no cost to you. The deadline to activate these services is <<b2b_text_6(activation deadline)>>. Information and instructions on how to activate these complimentary services can be found in the enclosed *Steps You Can Take to Help Protect Your Information*. We encourage you to activate these services, 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 and Explanation of Benefits for suspicious activity and to detect errors. Please also review the information contained in the enclosed *Steps You Can Take to Help Protect Your Information*.

For More Information. We understand that you may have questions about this incident that are not addressed in this letter. If you have additional questions, please call our dedicated assistance line at (855) 926-0940, Monday through Friday, between the hours of 9:30 a.m. to 6:00 p.m. Eastern Time, excluding major U.S. holidays.

QM Services sincerely regrets any concern or inconvenience this incident may cause you.

Sincerely,

A handwritten signature in black ink that reads "Dona K. Norris". The signature is written in a cursive style with a large, stylized "D" and "N".

Dona K. Norris
President
QM Services, Inc

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

Activate Identity Monitoring

We have secured the services of Kroll to provide identity monitoring at no cost to you for one year. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.



How to Activate Your Identity Monitoring Services

Visit <https://enroll.krollmonitoring.com> to activate and take advantage of your identity monitoring services.

You have until <<b2b_text_6(activation deadline)>> to activate your identity monitoring services.

Membership Number: <<Membership Number s_n>>

For more information about Kroll and your Identity Monitoring services, you can visit info.krollmonitoring.com.

Additional information describing your services is included with this letter.

Take Advantage of Your Identity Monitoring Services

You've been provided with access to the following services from Kroll:

Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who can help you determine if it's an indicator of identity theft.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator can dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge. To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

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 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 or fraud alert, 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. QM Services is located at 225 S. 19th St., Suite 1, Camp Hill, PA 17011. QM Services can be contacted at 1-800-273-1715 and <https://qmservicesinc.com/>.

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/>. QM Services is located at 225 S. 19th St., Suite 1, Camp Hill, PA 17011. QM Services can be contacted at 1-800-273-1715 and <https://qmservicesinc.com/>.