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October 6, 2022

VIA EMAIL

Attorney General Brian E. Frosh
Office of the Attorney General
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202
Fax: (410) 576-6566
ldtheft@oag.state.md.us

Re: Notification of Data Security Incident

Dear Attorney General Frosh:

Lewis Brisbois represents Interstate Parking Company ("Interstate Parking") in conjunction with a recent data security incident described in greater detail below. Interstate Parking is a parking services management provider headquartered in Milwaukee, Wisconsin. The purpose of this letter is to notify you of the incident in accordance with Maryland state law.

1. Nature of the Security Incident

In May 2022, Interstate Parking learned of a potential compromise of one email account in its environment. Upon discovering this activity, Interstate Parking immediately took steps to secure its environment and engaged cybersecurity experts to assist with an investigation. This investigation ended in August 2022. The investigation determined that an unknown actor gained access to personal information within this Interstate Parking email account without authorization. Following a thorough review of the impacted information, on September 19, 2022, Interstate Parking determined that some personal information may have been involved in the incident. Interstate Parking then worked diligently to notify impacted consumers.

2. Type of Information and Number of Maryland Residents Affected

Interstate Parking notified one (1) resident of Maryland of this data security incident via first class U.S. mail on October 6, 2022. The name and driver's license number or state identification number of the impacted resident was potentially involved. A sample copy of the notification letter sent to the affected individuals is included with this correspondence.

3. Steps Taken Relating to the Incident

Interstate Parking has reset passwords and is planning to implement additional security features in an effort to prevent similar incidents from occurring in the future. In addition, although Interstate Parking is not aware of any misuse of personal information, Interstate Parking has offered the affected individuals twelve (12) months of credit monitoring and identity remediation services through notification services vendor, IDX.

4. Contact Information

Interstate Parking remains dedicated to protecting the personal information in its control. If you have any questions or need additional information, please do not hesitate to contact me at (312) 463-3362 or by e-mail at Shelly.Hall@lewisbrisbois.com. Please let me know if you have any questions.

Respectfully,



Shelly L. Hall of
LEWIS BRISBOIS BISGAARD & SMITH LLP

SLH

Attachment: Consumer Notification Letter Template



Return mail to:
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: <<XXXXXX>>

<<First Name>> << Last Name>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip Code>>

October 6, 2022

Subject: Notice of Data <<variable 1>>

Dear <<First Name>> << Last Name>>:

Interstate Parking LLC (“Interstate Parking”) is writing to inform you of a data security incident that affected your personal information. We take the privacy and security of the personal information we maintain very seriously. That is why we are writing to provide you with information about this incident and about steps that you can take to help protect your personal information, including an offer of complimentary credit monitoring and identity protection services.

What Happened? Interstate Parking learned of a potential compromise of one account in its email system in May 2022. Upon learning of the potential compromise, Interstate Parking conducted a password reset immediately and initiated an investigation by independent digital forensic experts into the potential compromise. In August 2022, the investigation was completed and those experts determined some personal information was involved. On September 19, 2022, we learned that your information may have been involved in the incident. Interstate Parking immediately began preparing to notify you, securing monitoring services, and coordinating delivery of the notification materials.

What Information Was Involved? The affected information may have included any information you provided in conjunction with our services, including your name and <<variable text from PI field >>.

What Are We Doing? As soon as we discovered the incident, we took the steps referenced above. We also implemented additional security features and data security measures to reduce the risk of a similar incident occurring in the future. We are further notifying you of this event and advising you about steps you can take to help protect your information.

Additionally, we are offering you the opportunity to enroll in complimentary credit monitoring and identity protection services through IDX, a national leader in identity protection services. The IDX services, which are free to you upon enrollment, include a <<12 / 24>> month subscription for the following: single bureau credit monitoring, CyberScan dark web monitoring, fully-managed identity recovery services, and \$1 million in identity theft insurance coverage. With this protection, IDX will help you resolve issues if your identity is compromised.

What Can You Do? We recommend that you review the guidance included with this letter about how to protect your personal information. In addition, we recommend enrolling in the complimentary identity protection services being offered through IDX to further protect your personal information. To receive credit monitoring 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. Minors are not eligible for credit monitoring, but are eligible to enroll in identity protection services.

To enroll in the complimentary credit monitoring and identity protection services provided through IDX, please call 1-800-939-4170 Monday through Friday from 8 am – 8 pm Central Time or visit <https://app.idx.us/account-creation/protect> and insert the Enrollment Code provided above. Please note the deadline to enroll in these complimentary services is January 6, 2023. You will need to reference the enrollment code at the top of this letter when calling or enrolling online, so please do not discard this letter.

For More Information. If you have questions about the complimentary services or need assistance, please contact customer service for IDX at 1-800-939-4170. IDX representatives are available Monday through Friday from 8 am – 8 pm Central Time. IDX representatives have been fully versed on the incident and can answer questions or concerns you may have regarding protection of your personal information.

Please accept our sincere apologies and know that we regret any worry or inconvenience that this may cause you.

Sincerely,

A handwritten signature in black ink, appearing to read 'Tony Janowiec', with a stylized, cursive script.

Tony Janowiec
President & CEO
Interstate Parking

Additional Steps You Can Take to Help Protect Your Information

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and monitoring free credit reports closely for errors and by taking other steps appropriate to protect accounts, including promptly changing passwords. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained for remediation assistance or contact a remediation service provider. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC). 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 Ave, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.consumer.ftc.gov, www.ftc.gov/idtheft.

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print this form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>. You also can contact one of the following three national credit reporting agencies:

- *Equifax*, P.O. Box 740241, Atlanta, GA 30374, 1-800-525-6285, www.equifax.com.
- *Experian*, P.O. Box 9532, Allen, TX 75013, 1-888-397-3742, www.experian.com.
- *TransUnion*, P.O. Box 2000, Chester, PA 19016, 1-800-916-8800, www.transunion.com.

Fraud Alerts: There are two kinds of general fraud alerts you can place on your credit report—an initial alert and an extended alert. You may want to consider placing either or both fraud alerts on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. You may have an extended alert placed on your credit report if you have already been a victim of identity theft and provide the appropriate documentary proof. An extended fraud alert is also free and will stay on your credit report for seven years. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>. Military members may also place an Active Duty Military Fraud Alert on their credit reports while deployed. An Active Duty Military Fraud Alert lasts for one year and can be renewed for the length of your deployment.

Credit or Security Freezes: Under U.S. law, you have the right to put a credit freeze, also known as a security freeze, on your credit file, for up to one year at no cost. The freeze will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit.

You must separately place a security freeze on your credit file with each credit reporting agency. There is no fee to place or lift a security freeze. For information and instructions on how to place a security freeze, contact any of the credit reporting agencies or the Federal Trade Commission identified above. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement. After receiving your freeze request, each credit bureau will provide you with a unique PIN or password. Keep the PIN or password in a safe place as you will need it if you choose to lift the 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 via phone, a credit bureau must lift the credit freeze within an hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after receiving your request.

IRS Identity Protection PIN: You can obtain an identity protection PIN (IP PIN) from the IRS that prevents someone else from filing a tax return using your Social Security number. The IP PIN is known only to you and the IRS and helps the IRS verify your identity when you file your electronic or paper tax return. You can learn more and obtain your IP PIN here: <https://www.irs.gov/identity-theft-fraud-scams/get-an-identity-protection-pin>.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state attorney general about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the attorney general in your state.

Interstate Parking: Interstate Parking can be reached via mail at 710 N Plankinton Ave Suite 700, Milwaukee, WI 53203 and via phone (414) 431-6555.

Additional information:

District of Columbia: The Office of the Attorney General for the District of Columbia can be reached at 400 6th Street, NW, Washington, DC 2000; (202) 727-3400; oag@dc.gov

Maine: Maine Attorney General can be reached at: 6 State House Station Augusta, ME 04333; 207-626-8800; <https://www.maine.gov/ag/>.

Maryland: Maryland Attorney General can be reached at: 200 St. Paul Place Baltimore, MD 21202; 1-888-743-0023; oag@state.md.us or IDTheft@oag.state.md.us

North Carolina: North Carolina Attorney General's Office, Consumer Protection Division, can be reached at: 9001 Mail Service Center Raleigh, NC 27699-9001; 877-5-NO-SCAM (Toll-free within North Carolina); 919-716-6000; www.ncdoj.gov

New York: New York Attorney General can be reached at: Bureau of Internet and Technology Resources, 28 Liberty Street, New York, NY 10005, 1-212-416-8433, <https://ag.ny.gov/>.

Rhode Island: Rhode Island Attorney General can be reached at: 150 South Main Street Providence, RI 02903, <http://www.riag.ri.gov>.

Vermont: Vermont Attorney General's Office can be reached at: 109 State Street, Montpelier, VT 05609; Phone (802) 828-3171; Email: ago.info@vermont.gov.