

Kamran Salour

kamran.salour@troutman.com

November 16, 2022

VIA ELECTRONIC MAIL

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

Email: ldtheft@oag.state.md.us

Re: Data Security Incident Notification

Dear Attorney General Frosh:

We represent Gensco, Inc., which is located at 4402 20th Street E, Tacoma, WA 98424. We are writing to provide notice of a data security incident involving our internal systems. This incident impacted one (1) Maryland resident.

Notice of this incident will be sent to the individual via U.S. mail on or about November 17, 2022. A copy of the sample notice being sent to the resident is included with this letter.

Who is Gensco, Inc.?

Gensco, Inc. is a family-owned and operated regional wholesale distributor and manufacturer of heating, ventilation, and air conditioning equipment and supplies.

Incident Description

On June 30, 2022, Gensco, Inc. experienced a ransomware attack. Following an investigation, we determined on October 6, 2022, that the attack resulted in the exposure of some personal information.

Information Involved in the Incident

The resident's information at issue involved his first and last name, address, and medical and health-related information. The individual's Social Security number and Driver's license number was not compromised in the incident.

Remedial Steps

Once we became aware of the incident, we hired a specialized cybersecurity firm to investigate the attack's nature and scope. We do not have any evidence that any personal information has been misused.

Should you have any questions or concerns about this matter, please do not hesitate to contact me using the contact information provided below.

Sincerely,

Kamran Salour

Email: kamran.salour@troutman.com

Phone: 949.622.2441

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

November 17, 2022

Notice of Data Breach

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

We write to inform you of a recent data security incident that we experienced that may have involved some of your personal information. We encourage you to read this letter carefully as it contains information regarding the incident, and steps that you can take to help protect your personal information.

What Happened

On or about June 30, 2022, Gensco, Inc. experienced a ransomware attack. Following an investigation, we determined on October 6, 2022, that the attack resulted in the exposure of some of your personal information.

What Information Was Involved

The information at issue was limited to your first and last name, address, and your date of birth, financial account information (e.g., account and routing number), medical information or health related information.

What We Are Doing

Once we became aware of the incident, we hired a specialized cybersecurity firm to investigate to determine the nature and scope of the attack. We do not have any evidence that any personal information has been misused. **Your Social Security Number and Drivers' License number were not exposed during the attack.**

What Can You Do

We encourage you to consider the following recommendations to protect your personal information:

- Review Your Accounts for Suspicious Activity. We encourage you to remain vigilant by regularly reviewing your accounts and monitoring credit reports for suspicious activity.
- Order a Credit Report. If you are a U.S. resident, you are entitled under U.S. law to one free credit report annually from each of the three nationwide consumer reporting agencies. To order your free credit report, visit www.annualcreditreport.com or call toll-free at 1-877-322-8228. If you discover information on your credit report arising from a fraudulent transaction, you should request that the credit reporting agency delete that information from your credit report file. Contact information for the nationwide credit reporting agencies is provided in the next section.

- Contact the Federal Trade Commission, Law Enforcement, and Credit Bureaus. You may contact the Federal Trade Commission ("FTC"), your state's Attorney General's office, or law enforcement, to report incidents of identity theft or to learn about steps you can take to protect yourself from identity theft. To learn more, you can go to the FTC's websites at www.IdentityTheft.gov and www.ftc.gov/idtheft; call the FTC at (877) IDTHEFT (438-4338); or write to: FTC Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

You may contact the nationwide credit reporting agencies at:

Equifax	Experian	TransUnion
(800) 525-6285	(888) 397-3742	(800) 916-8800
P.O. Box 740241	P.O. Box 9701	Fraud Victim Assistance Division
Atlanta, GA 30374-0241	Allen, TX 75013	P.O. Box 2000
www.equifax.com	www.experian.com	Chester, PA 19022
		www.transunion.com

- Additional Rights Under the FCRA. 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 agencies 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 violators. 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: (i) visiting https://files.consumerfinance.gov/f/documents/bcftp_consumer-rights-summary_2018-09.pdf; or (ii) writing to Consumer Financial Protection Bureau, 1700 G Street, N.W., Washington, DC 20552.

- Request Fraud Alerts and Security Freezes. You may obtain additional information from the FTC and credit reporting agencies about fraud alerts and security freezes. You can add a fraud alert to your credit report file to help protect your credit information. A fraud alert can make it more difficult for someone to get credit in your name because it tells creditors to follow certain procedures to protect you, but it also may delay your ability to obtain credit. You may place a fraud alert in your file by calling just one of the three nationwide credit reporting agencies listed above. As soon as that agency processes your fraud alert, it will notify the other two agencies, which then must also place fraud alerts in your file.

In addition, you can contact the nationwide credit reporting agencies at the following numbers to place a security freeze at no cost to you:

Equifax	Experian	TransUnion
(800) 349-9960	(888) 397-3742	(888) 909-8872

Placing a security freeze prohibits the agency from releasing any information about your credit report without your written authorization. Security freezes must be placed separately at each of the three nationwide credit reporting agencies. When requesting a security freeze, you may need to provide the following information:

- Your full name, with middle initial as well as Jr., Sr., II, etc.
- Social Security number
- Date of birth
- Current address and all addresses for the past two years
- Proof of current address, such as a current utility bill or telephone bill
- Legible copy of a government-issued identification card, such as a state driver's license, state identification card, or military identification.

After receiving your request, each agency will send you a confirmation letter containing a unique PIN or password that you will need to lift or remove the freeze. You should keep the PIN or password in a safe place.

- Additional Information for Residents of Certain States. Please review the last page of this letter for additional information for residents of certain states.

For More Information

We sincerely regret any concern this matter may have caused you and appreciate your patience and understanding.

Please call 1-800-939-4170 or go to <https://app.idx.us/account-creation/protect> for assistance or for any additional questions you may have.

Sincerely,

Gensco, Inc.

ADDITIONAL INFORMATION FOR RESIDENTS OF CERTAIN STATES

You can obtain additional information about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

California Residents: Visit the California Office of Privacy Protection (www.oag.ca.gov/privacy) for additional information on protection against identity theft. Office of the Attorney General of California, 1300 I Street, Sacramento, CA 95814, Telephone: 1-800-952-5225.

Kentucky Residents: Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, www.ag.ky.gov, Telephone: 1-502-696-5300.

Maryland Residents: Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, www.oag.state.md.us/Consumer, Telephone: 1-888-743-0023.

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 agencies 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 a 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. You can 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.

New York Residents: the Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>.

North Carolina Residents: Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, www.ncdoj.gov, Telephone: 1-919-716-6400.

Oregon Residents: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, www.doj.state.or.us/, Telephone: 877-877-9392

Rhode Island Residents: Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, www.riag.ri.gov, Telephone: 401-274-4400

All US Residents: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, <https://consumer.ftc.gov>, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.