

Notice of Breach of Security System
To the Maryland Insurance Commissioner

This Notice of Breach form must be completed if the carrier: (i) conducts an investigation required under § 14-3504(b) or (c) of the Commercial Law Article; and (ii) determines that the breach of the security of the system creates a likelihood that personal information has been or will be misused.

Company Name: State Farm Mutual Automobile Insurance Company

Name of person filing this Notice: Luis Berrios Phone Number: 309-763-5189

Email Address: luis.berrios.ux60@statefarm.com

Provide a brief description of the circumstances of the security breach.

As the Privacy Official of State Farm, I am providing you this notice pursuant to Maryland Insurance Bulletin 19-14. This security breach two Maryland residents.

On November 13, 2022, State Farm was notified by vendor, Crawford & Company (Crawford), that a loss adjuster hired to work an auto claim assignment for State Farm, subcontracted the work to another individual to complete on their behalf. Neither Crawford or State Farm were aware of, or authorized, the subcontracting arrangement that was in effect from October 26, 2022, through November 13, 2022. Crawford became aware when the subcontractor notified them about being retained by the loss adjuster.

Upon notification of the matter, State Farm terminated systems access and Crawford ended its relationship with the loss adjuster. State Farm and Crawford launched an investigation, which revealed that the information accessed by the subcontractor for the two Maryland residents included name, address, email address, auto claim number, phone number and medical information.

State Farm provided notification in the form of a letter by US Mail to nine affected individuals as a result of this incident, including two Maryland residents. A copy of the notice provided to the Maryland Office of the Attorney General and a form copy of the consumer notification letter are both attached.

In addition to the above, this Notice must be accompanied by the following documents:

- A form copy of all notifications sent to consumers as a result of the security breach.
- A copy of the notice of a breach of the security of a system submitted to the Maryland Attorney General, as required under § 14-3504(h).



MARYLAND INSURANCE ADMINISTRATION

MARKET CONDUCT ACTION

CERTIFICATE OF COMPLIANCE

Pursuant to Code of Maryland Regulations (“COMAR”) 31.04.20.05 E, I Luis Berrios hereby certify to the best of my knowledge, information, and belief, that the information hereto submitted to the Maryland Insurance Administration (“Administration”) represents a full, complete, and truthful Notice, as required under Insurance Article, § 4-406, Annotated Code of Maryland.

I further attest that I am an authorized officer/representative of the Company, that I have undertaken an adequate inquiry to provide this certification to the Commissioner, and am authorized to bind the company to the responses provided.

Signature:  _____

Print Name: Luis Berrios

Company: State Farm Mutual Automobile Insurance Company

Title: Assistant Vice President, Privacy Official

Date: 12/20/2022



State Farm Mutual Automobile Insurance Company, its affiliates and subsidiaries

One State Farm Plaza
Bloomington, IL 61710-0001

December 21, 2022

First Name Last Name
Street Address
City/State/Zip Code

RE: ISRR 11180312-2022

Dear First Name,

Notice of Data Breach

Your privacy is important to State Farm®, which is why we are writing about a data security incident that involves your personal information.

What Happened

On November 13, 2022, State Farm discovered that an individual retained by a loss adjuster to perform work on their behalf accessed your auto claim without State Farm's authorization.

What Information Was Involved

Your name, address, email address, auto claim number, date of birth, medical information and phone number were viewable in the claim file.

What We Are Doing

The confidentiality, privacy and security of your information are among our highest priorities. Upon learning of the matter, we quickly terminated the unauthorized access and the relationship with the loss adjuster was ended.

What You Can Do

- You should remain vigilant for the next 12 months by reviewing and monitoring your accounts and credit reports.
- You may place a security freeze (also known as a credit freeze) on your credit file. A security freeze is designed to prevent potential creditors from accessing your credit report at the three national credit agencies without your consent. You must separately place a security freeze on your credit file at each credit agency. Because the instructions for how to establish a security freeze differ from state to state, please contact the credit agencies listed below to find out more information.
- You are entitled to receive a free credit report from each of the three credit reporting agencies on an annual basis, and you may ask for a fraud alert on your credit report. A fraud alert tells creditors to contact you before any credit is issued or changes to your accounts are made, and generally stays in place for 90 days. For more information about fraud alerts or free credit reports, contact one of the credit reporting agencies below:
 - **Equifax:** 800-525-6285; www.equifax.com; P.O. Box 105069, Atlanta, GA 30348-5069
 - **Experian:** 888-397-3742; www.experian.com; P.O. Box 9554, Allen, TX 75013
 - **TransUnion:** 800-680-7289; www.transunion.com; P.O. Box 2000, Chester, PA 19022
- Additional guidance on what identity theft is and steps you can take to avoid identity theft can be obtained from:
 - The Federal Trade Commission (FTC)
 - **Phone:** 877-ID-THEFT (438-4338); or TTY: 866-653-4261

- **Online:** www.ftc.gov/IDTheft
- **U.S. Mail:** Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580
- The Maryland Office of the Attorney General's Consumer Protection Division
 - **Phone:** 888-743-0023
 - **Online:** www.marylandattorneygeneral.gov
 - **U.S. Mail:** 200 ST. Paul Place, Baltimore, MD 21202

For More Information

We regret the inconvenience and concern this situation may have caused you. If you have questions about this incident, please contact your agent, or call us at 844-351-8206.

Sincerely,

Kelley Bott
Office of Privacy, Manager
State Farm®