



MULLEN
COUGHLIN^{LLC}
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January 23, 2023

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: Notice of Data Event

To Whom It May Concern:

We represent Accurate Background located at 7515 Irvine Center Drive, Irvine, CA 92618. Accurate Background is writing to notify your office of an event that may affect the security of certain information relating to one (1) resident on whom Accurate Background conducted a background check for, and provided the results to, Uber Technologies, Inc. ("Uber"). This notice will be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, Accurate Background 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 around November 7, 2022, Accurate Background was alerted to suspicious activity affecting a limited portion of its computer environment. Accurate Background quickly launched an investigation to determine the nature and scope of the activity. Through the investigation, Accurate Background learned that an unauthorized actor accessed a limited portion of its network and acquired certain files. Given this unauthorized activity, Accurate Background then undertook a comprehensive review of the information in the impacted files to determine whether any potentially sensitive information was present therein, and to whom the information related. Accurate Background determined that information related to background checks it had conducted for Uber, and it informed Uber of the event on December 15, 2022. Accurate Background then gathered from Uber necessary information regarding potentially affected individuals. On January

12, 2023, Uber provided Accurate Background with the requisite approval to provide notification to individuals and regulators.

The information that could have been subject to unauthorized access includes name and Social Security number.

Notice to Maryland Resident

On or about January 23, 2023, Accurate Background provided written notice of this event to one (1) resident. Written notice is being provided in substantially the same form as the letter attached here as ***Exhibit A***.

Other Steps Taken and To Be Taken

Upon discovering the event, Accurate Background moved quickly to investigate and respond to the event, assess the security of Accurate Background systems, and identify potentially affected companies and individuals. Further, Accurate Background notified federal law enforcement regarding the event. Accurate Background is also reviewing and enhancing its existing policies and procedures related to data security and implementing additional technical safeguards to enhance our existing data privacy framework. Accurate Background is providing access to credit monitoring services for twelve (12) months through Experian to the notified individuals, at no cost to these individuals.

Additionally, Accurate Background is providing impacted individuals with the following guidance on how to better protect against identity theft and fraud: 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 encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud. Accurate Background is also providing written notice of this event to relevant state regulators as necessary.

Contact Information

Should you have any questions regarding this notification or other aspects of the event, please contact us at (267) 930-2190.

Very truly yours,

Kevin M. Mekler of
MULLEN COUGHLIN LLC

KMK/jc1
Enclosure

EXHIBIT A

<<Return Mail Address>>

<<Name 1>> <<Name 2>>

<<Address 1>>

<<Address 2>>

<<City>>, <<State>> <<Zip>>

<<Country>>

January 23, 2023

RE: NOTICE OF DATA EVENT

Dear <<Name 1>> <<Name 2>>:

Accurate Background is writing to inform you of a recent security event that may impact certain information related to you. Accurate Background conducts background checks for, and provides the results to, a variety of companies, including Uber Technologies, Inc. ("Uber"). We received and maintained certain information pertaining to you in order to provide these services to Uber. We are providing you with this notice, which includes details about the event, our response to it, and the resources available to assist you in safeguarding your information. Accurate Background values and respect the privacy of your information and prioritizes the confidentiality and security of the information within our care.

What Happened? On or around November 7, 2022, we were alerted to suspicious activity affecting a limited portion of our computer environment. We quickly launched an investigation to determine the nature and scope of the activity. Through the investigation, we learned that an unauthorized actor accessed a limited portion of our network and acquired certain files. Given this unauthorized activity, we then undertook a comprehensive review of the information in the impacted files to determine whether any potentially sensitive information was present therein, and to whom the information related. We informed Uber of the event on December 15, 2022, from whom we then gathered information needed to notify you.

What Information Was Involved? The information related to you contained in the affected files included your name and <<Data Elements>>.

What We Are Doing. Maintaining the confidentiality, privacy, and security of the information entrusted to us is of paramount importance to us. We responded quickly after learning of the event and conducted a comprehensive investigation. We have been working diligently to identify the implicated entities and affiliated individuals, and we notified federal law enforcement of the event. As part of our ongoing commitment to the privacy and security of information in our care, we are reviewing and enhancing our existing policies and procedures related to data security and implementing additional technical safeguards to enhance our existing data privacy framework.

Despite having no evidence of identity theft at this time, as an added precaution we are also offering you access to 12/24 months credit monitoring and identity restoration services through Experian at no cost to you. For more information, please follow the instructions in the attached *Steps You Can Take to Help Protect Personal Information*. Although we are covering the cost of the credit monitoring services, due to privacy restrictions, you will need to complete the activation process yourself using the enrollment instructions included in this letter.

What You Can Do. We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and by monitoring your credit reports for suspicious activity. You should promptly report any suspicious behavior to your financial institution/credit or debit card, and report any activity indicative of identity theft or fraud to law enforcement. Please also review the enclosed *Steps You Can Take to Help Protect Personal Information* for additional information and resources.

For More Information. If you have questions about this event that are not addressed in this letter, you may contact us at 949.609.2266 or dwheeler@accurate.com. You may also write to us at: Accurate Background, ATTN: David Wheeler, 7515 Irvine Center Drive, Irvine, CA 92618.

We take this event very seriously and remain committed to the privacy and security of information in our possession.

Sincerely,

David Wheeler
Chief Legal Officer
Accurate Background

STEPS YOU CAN TAKE TO HELP PROTECT PERSONAL INFORMATION

Enroll in Credit Monitoring

To help protect your identity, we are offering complimentary access to Experian IdentityWorksSM for 12 months. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by April 30, 2023** (Your code will not work after this date.)
- Visit the Experian IdentityWorks website to enroll: www.experianidworks.com/credit
- Provide your **activation code**: <<Code>>

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at **877.890.9332** by **April 30, 2023**. Be prepared to provide engagement number **B084189** as proof of eligibility for the Identity Restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARETM:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance^{**}:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration is available to you for 12 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration.

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

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.

Consumers also 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.

Should you wish to place a fraud alert or 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
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.

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. Accurate Background is located at 7515 Irvine Center Drive, Irvine, CA 92618.

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.