

Spencer S. Pollock, CIPP/US, CIPM
Direct Dial: 1.410.456.2741
Cell: 1.410.917.5189
Email: spollock@mcdonaldhopkins.com

January 5, 2023

VIA EMAIL (Idtheft@oag.state.md.us)

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

Re: Fidelity Building Services Group – Incident Notification

Dear Attorney General Frosh:

McDonald Hopkins PLC represents Fidelity Building Services Group (“FBSG”), located at 25 Loveton Circle, Sparks, MD 21152. I am writing to provide notification of an incident at FBSG that may affect the security of personal information of eight hundred and twenty two (822) Maryland residents.

On October 31, 2022, FBSG learned it was the victim of a cyberattack that caused encryption of certain files stored on its network. In addition to encrypting files, an unauthorized party removed a limited number of files from its system. Upon learning of the issue, FBSG commenced an immediate and thorough investigation. As part of its investigation, FBSG engaged leading third-party experts experienced in handling these types of incidents.

FBSG discovered on December 7, 2022 that the information removed from the system included personally identifiable information including full names, Social Security numbers and driver’s license numbers.

FBSG will be providing the affected residents with written notification of this incident commencing on or about January 6, 2023, in substantially the same form as the letter attached hereto.

FBSG has no evidence that any information has been actually misused or that there has been any fraud as a result of this incident. However, out of an abundance of caution, FBSG wanted to inform your Office (and the affected residents) of the incident. Notified individuals have been provided with best practices to protect their information, including but not limited to complimentary credit monitoring services which were provided to those individuals whose Social Security numbers may have been impacted by this incident.

January 5, 2023

Page 2

At FBSG, protecting the privacy of personal information is a top priority. FBSG is committed to maintaining the privacy of personal information in its possession and has taken precautions to safeguard it. FBSG continually evaluates and modifies its practices to enhance the security and privacy of the personal information it maintains.

If you have any additional questions, please contact me at (410) 917-5189 or spollock@mcdonaldhopkins.com.

Very truly yours,



Spencer S. Pollock

Encl.

Fidelity Building Services Group
P.O. Box 3923
Syracuse, NY 13220



January 6, 2023

IMPORTANT INFORMATION PLEASE REVIEW CAREFULLY

Dear [REDACTED],

We are writing with important information regarding a recent cyber-security incident. The privacy and security of the personal information we maintain is of the utmost importance to the Fidelity Building Services Group ("FBSG"). We wanted to provide you with information about the incident, explain the services we are making available to you, and let you know that we continue to take significant measures to protect your personal information.

What Happened?

On or about October 31, 2022, FBSG was subject to a cyber-security incident which impacted our network.

What We Are Doing

Upon learning of this issue, we contained the threat by disabling all unauthorized access to our network and immediately commenced a prompt and thorough investigation. As part of our investigation, we have been working very closely with external cybersecurity professionals experienced in handling these types of incidents to analyze the extent of any compromise of the information on our network. After an extensive forensic investigation, we discovered on December 7, 2022, certain files containing your personal information may have been accessed and potentially acquired by an unauthorized individual(s).

What Information Was Involved

The impacted systems contained your full name and [REDACTED].

What You Can Do

To date, we are not aware of any evidence that your data has been misused or of any reports of identity fraud as a direct result of this incident. Nevertheless, out of an abundance of caution, we want to make you aware of the incident. To protect you from potential misuse of your information, we are providing you with complimentary access to **TripleBureau Credit Monitoring** services. These services provide you with alerts for twenty-four months from the date of enrollment when changes occur to any of one of your Experian, Equifax or TransUnion credit files. This notification is sent to you the same day that the change or update takes place with the bureau. In addition, we are providing you with proactive fraud assistance to help with any questions that you might have or in the event that you become a victim of fraud. These services will be provided by Cyberscout through Identity Force, a TransUnion company specializing in fraud assistance and remediation services.

This letter also provides other precautionary measures you can take to protect your personal information, including placing a fraud alert and/or security freeze on your credit files, and/or obtaining a free credit report. Additionally, you should always remain vigilant in reviewing your financial account statements and credit reports for fraudulent or irregular activity on a regular basis.

For More Information

At Fidelity Building Services Group, protecting the privacy of personal information is a top priority. We are committed to maintaining the privacy of personal information in our control and we continue to take many precautions to safeguard it.

If you have any further questions regarding this incident, please call our dedicated and confidential toll-free response line that we have set up to respond to questions at [REDACTED]. This response line is staffed with professionals familiar with this incident and knowledgeable on what you can do to protect against misuse of your information. The response line is available Monday through Friday, between the hours of 8:00 am to 8:00 pm Eastern time.

Sincerely,

[REDACTED]

[REDACTED]

[REDACTED]

Fidelity Building Services Group

25 Loveton Circle

Sparks, MD 21152

– OTHER IMPORTANT INFORMATION –

1. Enrolling in Complimentary 24 -Month Credit Monitoring.

To enroll in Credit Monitoring services at no charge, please log on to [REDACTED] and follow the instructions provided. When prompted please provide the following unique code to receive services: [REDACTED]. In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

2. Placing a Fraud Alert on Your Credit File.

Whether or not you choose to use the complimentary 24 month credit monitoring services, we recommend that you place an initial one-year “Fraud Alert” on your credit files, at no charge. A fraud alert tells creditors to contact you personally before they open any new accounts. To place a fraud alert, call any one of the three major credit bureaus at the numbers listed below. As soon as one credit bureau confirms your fraud alert, they will notify the others.

Equifax

P.O. Box 105788
Atlanta, GA 30348
<https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/>
(800) 525-6285

Experian

P.O. Box 9554
Allen, TX 75013
<https://www.experian.com/fraud/center.html>
(888) 397-3742

TransUnion LLC

P.O. Box 6790
Fullerton, PA 92834-6790
<https://www.transunion.com/fraud-alerts>
(800) 680-7289

3. Consider Placing a Security Freeze on Your Credit File.

If you are very concerned about becoming a victim of fraud or identity theft, you may request a “Security Freeze” be placed on your credit file, at no charge. A security freeze prohibits, with certain specific exceptions, the consumer reporting agencies from releasing your credit report or any information from it without your express authorization. You may place a security freeze on your credit report by contacting all three nationwide credit reporting companies at the numbers below and following the stated directions or by sending a request in writing, by mail, to all three credit reporting companies:

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348
<https://www.equifax.com/personal/credit-report-services/credit-freeze/>
(800) 349-9960

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013
<http://experian.com/freeze>
(888) 397-3742

TransUnion Security Freeze

P.O. Box 2000
Chester, PA 19016
<http://www.transunion.com/creditfreeze>
(888) 909-8872

In order to place the security freeze, you’ll need to supply your name, address, date of birth, Social Security number and other personal information. After receiving your freeze request, each credit reporting company will send you a confirmation letter containing a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

If your personal information has been used to file a false tax return, to open an account or to attempt to open an account in your name or to commit fraud or other crimes against you, you may file a police report in the City in which you currently reside.

If you do place a security freeze *prior* to enrolling in the credit monitoring service as described above, you will need to remove the freeze in order to sign up for the credit monitoring service. After you sign up for the credit monitoring service, you may refreeze your credit file.

4. Obtaining a Free Credit Report.

Under federal law, you are entitled to one free credit report every 12 months from each of the above three major nationwide credit reporting companies. Call **1-877-322-8228** or request your free credit reports online at **www.annualcreditreport.com**. Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

5. Additional Helpful Resources.

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit report periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Be sure to obtain a copy of the police report, as many creditors will want the information it contains to absolve you of the fraudulent debts. You may also file a complaint with the FTC by contacting them on the web at www.ftc.gov/idtheft, by phone at 1-877-IDTHEFT (1-877-438-4338), or by mail at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. In addition, you may obtain information from the FTC about fraud alerts and security freezes.

If this notice letter states that your financial account information and/or credit or debit card information was impacted, we recommend that you contact your financial institution to inquire about steps to take to protect your account, including whether you should close your account or obtain a new account number.

Maryland Residents: You may obtain information about avoiding identity theft from the Maryland Attorney General's Office: Office of the Attorney General of Maryland, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, www.oag.state.md.us/Consumer, Telephone: 888-743-0023.

New York Residents: You may obtain information about preventing identity theft from the New York Attorney General's Office: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; <https://ag.ny.gov/consumer-frauds-bureau/identity-theft>; Telephone: 800-771-7755.

North Carolina Residents: You may obtain information about preventing identity theft from the North Carolina Attorney General's Office: Office of the Attorney General of North Carolina, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, www.ncdoj.gov/, Telephone: 877-566-7226 (Toll-free within North Carolina), 919-716-6000.

Washington D.C. Residents: You may obtain information about preventing identity theft from the Office of the Attorney General for the District of Columbia, 400 6th Street NW, Washington D.C. 20001, <https://oag.dc.gov/consumer-protection>, Telephone: 202-442-9828.