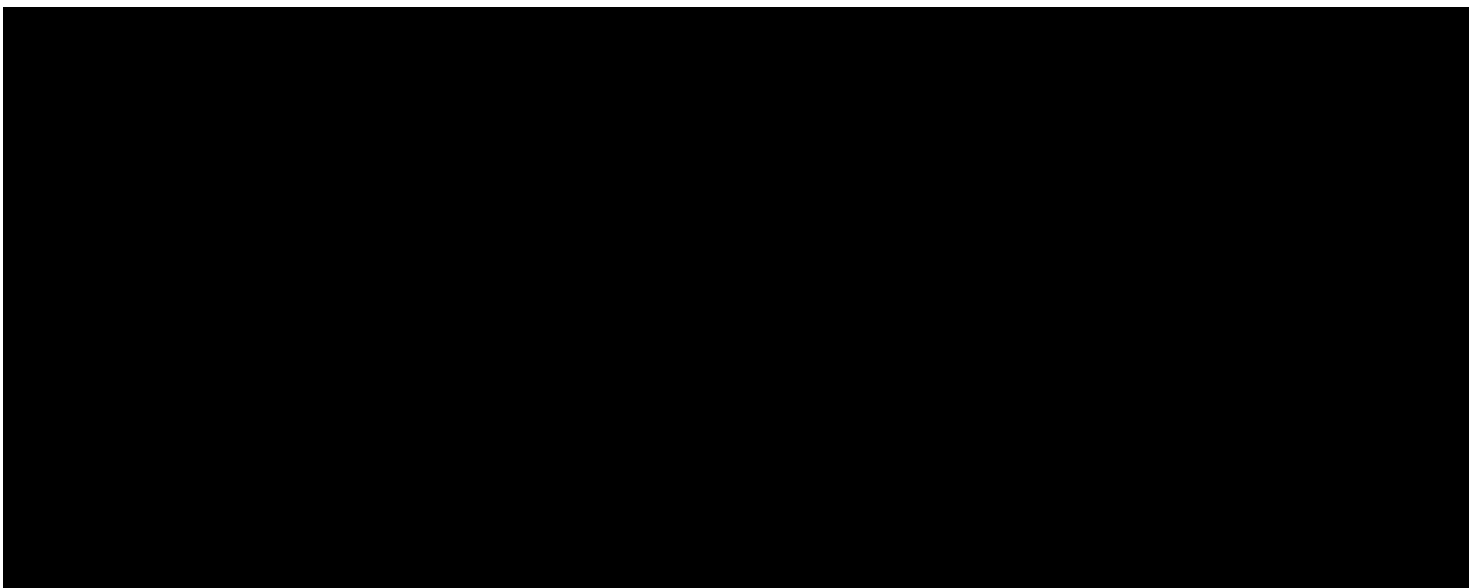




Anthony G. Brown, Attorney General
Office of the Attorney General
200 St. Paul Place
Baltimore, MD 21202

Dear Mr. Brown:

I am sending this under the direction of John Daly, Director, Corporate Counsel.

I am writing to inform you about an incident involving the personal information relating to three (3) Maryland residents.

On October 26, 2022, an excel spreadsheet which contained personal information of the residents was mistakenly attached to an email that was sent to several internal and external contacts. The information that was contained in the file included the residents' name, Social Security Number, and date of birth. The recipients were instructed to delete the email.

However, because we take our responsibility to safeguard personal information seriously, we have secured the services of Kroll to provide identity monitoring services to the residents for two years. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential information.

The notification letter we provided to the residents is attached and includes information on preventing identity theft, payment for credit monitoring, and a telephone number the residents may call to obtain further information on the incidents.

If you have any questions, please feel free to call me at (973) 802-2164.

Very truly yours,

John Daly
Director, Corporate Counsel

Thank you,

Doris Lewanski

Executive Assistant
Cyber & Privacy Law Department

Prudential
751 Broad Street
Newark, NJ 07102
doris.lewanski@prudential.com
Office: 973.548.6574





Street Address
Town, Zip Code

Dear

I am writing to inform you that on October 26, 2022, an excel spreadsheet which contained your personal information was mistakenly attached to an email that was sent to several internal and external contacts. The information that was contained in the file included your name, Social Security Number, and date of birth. The recipients were instructed to delete the email.

However, because we take our responsibility to safeguard personal information seriously, we wanted to help relieve concerns that you may have regarding this situation. As such, we have secured the services of Kroll to provide identity monitoring services to you for two years. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential information. The enclosed sheet provides information and enrollment instruction for the services available to you. Should you choose to enroll, please use the following Membership Number **CODE** which will be valid for your use through **DATE**.

If you are concerned, other steps you can take to further protect yourself against identity theft or other unauthorized use of personal information include:

- Remain vigilant and regularly review your credit report for any unauthorized activity. Promptly report incidents of suspected identity theft or fraud to your local law enforcement agency, the Federal Trade Commission, your financial institution and to the consumer reporting agencies listed below to have it removed from your credit file.
- Contact the fraud departments of the major credit reporting agencies to discuss your options. You have the right to place a free 90-day fraud alert on your credit file. A fraud alert lets creditors know to contact you before opening new accounts (but it may also delay your ability to obtain credit). You can also place a free credit freeze on your credit file which blocks potential creditors from being able to view or "pull" up your credit file unless you decide unfreeze your file beforehand. A security freeze may also delay your ability to obtain credit. To place a fraud alert or security freeze on your credit report contact the credit reporting agencies below.

Experian
(888)397-3742
P.O. Box 9532
Allen, TX 75013
www.experian.com

Equifax
(877)478-7625
P.O. Box 740241
Atlanta, GA 30374-0241
www.equifax.com

TransUnion
(800)680-7289
P.O. Box 6790
Fullerton, CA 92834-6790
www.transunion.com

Innovis
(800) 540-2505
P.O. Box 1640
Pittsburgh, PA 15230-1640
www.innovis.com

- You can obtain a free copy of your credit report from Experian, Equifax and TransUnion by calling 1-877-322-8228 or online at: www.annualcreditreport.com. Under federal law, you are entitled to one free copy of your credit report every 12 months from these credit reporting agencies. You may want to obtain copies of your credit report to ensure the accuracy of the report information.
- Learn more about protecting yourself from identity theft and reporting incidents of identity theft, by visiting the Federal Trade Commission's websites at www.consumer.gov/idtheft, www.ftc.gov/credit, or by contacting the FTC at:

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580
[1-877-438-4338](tel:1-877-438-4338)

We regret any inconvenience or concern this situation may cause you and remain committed to protecting the privacy of your personal information. If you have any questions, please do not hesitate to contact us by calling 1-888-778-2888 between the hours of 8:00 am - 7:00 pm, ET (M-Th).

Sincerely,

Name
Title

We have secured the services of Kroll to provide identity monitoring at no cost to you for two years. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services¹ include Minor Monitoring, Fraud Consultation, and Identity Theft Restoration.

How to Activate Your Identity Monitoring Services

Visit <https://krollbreach.idMonitoringService.com> to activate and take advantage of your identity monitoring services. You have until **DATE** to activate your identity monitoring services.

Membership Number: **CODE**

If you have questions, please call **1-877-514-0832**, Monday through Friday from 9:00 a.m. to 6:30 p.m. Eastern Time.

Take Advantage of Your Identity Monitoring Services

You've been provided with access to the following services¹ from Kroll:

Triple Bureau Credit Monitoring and Single Bureau Credit Report

Your current credit report is available for you to review. You will also receive alerts when there are changes to your credit data at any of the three national credit bureaus—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who can help you determine if it's an indicator of identity theft.

Web Watcher

Web Watcher monitors internet sites where criminals may buy, sell, and trade personal identity information. An alert will be generated if evidence of your personal identity information is found.

Public Persona

Public Persona monitors and notifies when names, aliases, and addresses become associated with your Social Security number. If information is found, you'll receive an alert.

Quick Cash Scan

Quick Cash Scan monitors short-term and cash-advance loan sources. You'll receive an alert when a loan is reported, and you can call a Kroll fraud specialist for more information.

\$1 Million Identity Fraud Loss Reimbursement

Reimburses you for out-of-pocket expenses totaling up to \$1 million in covered legal costs and expenses for any one stolen identity event. All coverage is subject to the conditions and exclusions in the policy.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator can dig deep to uncover the scope of the identity theft, and then work to resolve it.

¹ Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge. To receive credit 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.