

February 15, 2023

VIA EMAIL: idtheft@oag.state.md.us

The Honorable Anthony G. Brown
Office of the Attorney General
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202

Notice of Data Breach

Dear Attorney General Brown:

I am writing on behalf of American Woodmark Corporation (“American Woodmark” or the “Company”), with its headquarters located at 561 Shady Elm Rd., Winchester, VA 22602, to provide a report of a recent data breach. American Woodmark is a kitchen and bath cabinet manufacturer with several manufacturing facilities in the United States. On January 31, 2023, American Woodmark sent an e-mail to a small group of its former employees intending to provide information regarding certain retirement benefits with the Company. Unfortunately, American Woodmark inadvertently and regrettably included certain former Company employees’ personal information in that e-mail. The error was immediately caught and attempted to be rectified. Additionally, American Woodmark promptly sent the recipients an e-mail explaining the error and asking that each recipient immediately delete the erroneous e-mail with confirmation. As such, the Company is notifying the individuals whose information was included in the erroneous e-mail that their personal information may have been exposed.

The erroneous e-mail included the personal information of 24 Maryland residents. The personal information disclosed in the incident included each impacted individual’s employee ID, name, address, Social Security number, and personal email address. Formal, written notices are being sent to the impacted individuals on February 15, 2023.

American Woodmark has taken numerous actions to mitigate the incident, including requesting that all recipients of the erroneous e-mail delete the e-mail and provide confirmation, as noted above. The Company is also taking steps to re-evaluate and restructure its internal processes with respect to employee data, such as removing sensitive personal data from certain files, only sharing files that contain personal information with a secure file sharing system, and restricting access to such files to fewer individuals. In addition, the Company is offering the impacted individuals a complimentary 24-month membership to Kroll’s Credit Monitoring, Web

Watcher, Public Persona, Quick Cash Scan, \$1 Million Identity Fraud Loss Reimbursement, Fraud Consultation, and Identity Theft Restoration services.

A copy of the template form of the notification letter that will be sent to affected Maryland residents today is included with this notice. As you will see, among other things, the letter (i) describes various steps that affected individuals can take to protect themselves, (ii) provides contact information for consumer reporting agencies and relevant governmental agencies, and (iii) provides information about enrolling in 24 months of credit monitoring services, which American Woodmark is offering to affected individuals at no cost.

If you have any questions about the information provided in this letter, or this incident generally, please feel free to contact me at the email or phone numbers listed above.

Sincerely,



Janet P. Peyton

Enclosure: Template Form Notification Letter

cc: Kristie Ostrander, Director, HR Operations, American Woodmark Corporation

American Woodmark

<<Date>> (Format: Month Day, Year)

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country>>

RE: Notice of Data Breach

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>:

I am writing to you on behalf of American Woodmark Corporation (“American Woodmark” or the “Company”) with important information about a data security incident that occurred at American Woodmark. American Woodmark takes the protection and proper use of your personal information very seriously. We are, therefore, contacting you to explain the incident and provide you information about security measures you can take to help protect yourself and your personal information.

What Happened:

On January 31, 2023, American Woodmark sent an e-mail to a very small portion of our former employees intending to provide information regarding existing benefits with the Company. Unfortunately, we inadvertently and regrettably included certain former Company employees’ personal information in that e-mail. The error was immediately caught and attempted to be rectified. Additionally, American Woodmark promptly sent the recipients an e-mail explaining the error and asking that each recipient immediately delete the erroneous e-mail with confirmation. This notice was not delayed as a result of law enforcement investigation.

What Information Was Involved:

Personal information disclosed in this incident included: employee ID, name, address, Social Security number, and personal email address. As a result, your personal information may have been exposed. Again, while we do not know whether your personal information was in fact accessed or used for any unauthorized purpose, we are sending you this notice as a precautionary action.

What We Are Doing:

We have taken numerous actions to mitigate this incident. To help relieve concerns and restore confidence following this incident, we have secured the services of Kroll to provide identity monitoring at no cost to you for 24 months. 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 services include Credit Monitoring, a Current Credit Report, Web Watcher, Public Persona, Quick Cash Scan, \$1 Million Identity Fraud Loss Reimbursement, Fraud Consultation, and Identity Theft Restoration.

Visit <https://enroll.krollmonitoring.com> to activate and take advantage of your identity monitoring services.

You have until <<b2b_text_6 (activation date)>> to activate your identity monitoring services.

Membership Number: <<Membership Number s_n>>

For more information about Kroll and your Identity Monitoring services, you can visit info.krollmonitoring.com.

Additional information describing your services is included with this letter.

What You Can Do:

Please review the “Additional Resources” section included with this letter. This section describes additional steps you can take to help protect yourself, including recommendations by the Federal Trade Commission (FTC) regarding identity theft protection and details on how to place a fraud alert or a security freeze on your credit file. You should also report any suspected incident of identity theft to law enforcement, and you can obtain a copy of any resulting police report. If you do suspect that you have been the victim of identity theft, you should also notify your state Attorney General and the FTC.

For More information:

If you have questions, please call **(866) 674-3192**, Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time, excluding major U.S. holidays. Please have your membership number ready.

Protecting your information is important to us. We trust that the services we are offering to you demonstrate our continued commitment to your security and satisfaction.

We sincerely apologize for this incident and regret any inconvenience it may cause you.

Sincerely,

A handwritten signature in black ink, appearing to read "Kim Coldiron". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Kim Coldiron
CHRO, VP Human Resources

ADDITIONAL RESOURCES

Contact information for the three nationwide credit reporting agencies:

Equifax, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111

Experian, PO Box 2104, Allen, TX 75013, www.experian.com, 1-888-397-3742

TransUnion, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-888-4213

Free Credit Report. It is recommended that you remain vigilant by reviewing account statements and monitoring your credit report for unauthorized activity, especially activity that may indicate fraud and identity theft. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting agencies.

To order your annual free credit report please visit **www.annualcreditreport.com** or call toll free at **1-877-322-8228**.

You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at www.consumer.ftc.gov) to:

Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

For Georgia, Maine, and Maryland residents: You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

Fraud Alerts. There are two types of fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft and you have the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by contacting any of the three national credit reporting agencies.

Security Freeze. You have the ability to place a security freeze, also known as a credit freeze, on your credit report free of charge.

A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you may use an online process, an automated telephone line, or submit a written request to any of the three credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that, if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past 5 years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, and display your name, current mailing address, and the date of issue.

Federal Trade Commission and State Attorneys General Offices. If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or minimize the risks of identity theft.

You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, www.ftc.gov/bcp/edu/microsites/idtheft/, 1-877-IDTHEFT (438-4338).

For Maryland residents: You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, www.oag.state.md.us, 1-888-743-0023.

For North Carolina residents: You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, www.ncdoj.gov, 1-877-566-7226.

Reporting of identity theft and obtaining a police report.

For Oregon residents: You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.



TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services 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 will have the option to call a Kroll fraud specialist, who will be able to help you determine if it is 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 will receive an alert.

Quick Cash Scan

Quick Cash Scan monitors short-term and cash-advance loan sources. You will 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 will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

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.