



MULLEN
COUGHLIN^{LLC}
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February 16, 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 Synergy Equipment (“Synergy”) located at 10117 Princess Palm Ave., Suite 500, Tampa, FL 33610, and write to notify your office of an incident that may affect information relating to Maryland residents. This notice may be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, Synergy 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 December 23, 2022, Synergy identified unusual activity on certain computer systems in its network. Synergy promptly began taking steps to secure the network and commenced a comprehensive investigation to understand the nature and scope of the issue. The investigation determined that, as part of a cyber incident, certain information may have been copied from the system on or around December 22, 2022. As part of the investigation, Synergy conducted a detailed review of the relevant files to determine the type of information that was present and to whom it relates. While the review is ongoing, on or around January 17, 2023, Synergy determined that information related to Maryland residents was potentially affected. The information that may have been affected includes name, Social Security number, and financial account information.

Notice to Maryland Residents

On or about February 16, 2023, Synergy provided written notice of this incident to one (1) Maryland 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

In response to this incident, Synergy took prompt steps to assess the security of its systems and commence a thorough investigation into the event. Additionally, Synergy worked diligently to determine what information may be affected and to whom that information related in furtherance of providing notifications to those individuals. Synergy also notified federal law enforcement regarding the event and is taking steps to further enhance the security of its systems moving forward.

Additionally, Synergy is providing potentially affected individuals with guidance on how to better protect against identity theft and fraud, including information on 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. Synergy is also providing access to credit monitoring services for two (2) years, through Kroll, to notified individuals at no cost, and notifying other relevant state regulators as appropriate.

Contact Information

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (267) 930-4773.

Very truly yours,

M. Alexandra Belton of
MULLEN COUGHLIN LLC

MABB/dtg
Enclosure

EXHIBIT A



<<Return Mail Address>>

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

<<Address 1>>

<<Address 2>>

<<Date>>

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

<<Country>>

NOTICE OF [DATA INCIDENT] / [DATA BREACH]

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

Synergy Equipment ("Synergy") is writing to make you aware of a recent incident that may involve some of your information. This notice provides you with information about the incident, our response to the incident, and additional steps you may take to help protect your information, should you determine it is appropriate to do so. Synergy may have your information because you are a current or former employee, or because you are or were a dependent or beneficiary of an employee.

What Happened? On December 23, 2022, we identified unusual activity on certain computer systems in our network. We quickly began taking steps to secure the network and commenced a comprehensive investigation to understand the nature and scope of the issue. Our investigation determined that, as part of a cyber incident, certain information may have been copied from our system on or around December 22, 2022. As part of our investigation, we conducted a detailed review of the relevant files to determine the type of information that is present and to whom it relates. On or around January 17, 2023, we determined that certain information related to you was present in the relevant files.

What Information Was Involved? The involved Synergy systems contained your social security number, financial account information, and name.

What We Are Doing. In response to this incident, we quickly took steps to secure our systems and conduct a detailed investigation. We have also enhanced, and continue to enhance, our existing security measures. Synergy reported this incident to federal law enforcement and is notifying individuals and relevant regulators as appropriate.

As an added precaution, Synergy is offering you access to credit monitoring and identity restoration services at no cost to you. Information on these services and the steps to enroll are included in the attached "Steps you Can Take to Help Protect Personal Information." Please note, we encourage you to enroll yourself in these services as we are not permitted to do so on your behalf.

What You Can Do. Synergy encourages you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and explanation of benefits and monitoring your free credit reports for suspicious activity and to detect errors. You may also review and consider the information and resources outlined in the attached "Steps You Can Take to Help Protect Personal Information."

For More Information. If you have additional questions, please call our dedicated assistance line at [TFN] (toll free), Monday through Friday, from 9 am - 9 pm Eastern Time (excluding U.S. holidays). You may write to Synergy at 10117 Princess Palm Ave., Suite 500, Tampa, FL 33610.

Sincerely,
Scott McPhail
Chief Financial Officer
Synergy Equipment

STEPS YOU CAN TAKE TO HELP PROTECT PERSONAL INFORMATION

Enroll in [Credit // Identity] [Monitoring // Restoration]

[Credit/Identity Monitoring Instructions]

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.

As an alternative to a fraud alert, consumers 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. To request a security freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a 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	1-800-916-8800
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 above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

For District of Columbia residents, the District of Columbia Attorney General may be contacted at: 400 6th Street, NW, Washington, DC 20001; 202-727-3400; and oag.dc.gov.

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. Synergy is located at 10117 Princess Palm Ave., Suite 500, Tampa, FL 33610.

For New Mexico residents, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting bureaus must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

For New York residents, the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov/>.

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.