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April 11, 2023

Via Email (idtheft@oag.state.md.us)

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

RE: Data Breach Notification

To Whom It May Concern:

We serve as counsel for Integreon, Inc., (“Integreon”) located at 3247 47th Street South, Fargo, North Dakota 58104, and provide this notification of a recent data security incident. By providing this notice, Integreon does not waive any rights or defenses under Maryland law, including the data breach notification statute.

On February 17, 2023, Integreon discovered unauthorized access on certain systems within its network. Upon discovery, Integreon immediately took steps to secure its network and began an investigation, which included engaging a third-party team of digital forensic specialists to determine the full nature and scope of the incident. As part of this forensic investigation, Integreon sought to determine whether any information may have been compromised by the threat actor who initiated the attack. Following a thorough investigation, on March 9, 2023, Integreon confirmed that a limited amount of employee information may have been impacted in connection with this incident. To date, Integreon is not aware of any actual or attempted misuse of information.

At this time, Integreon is aware of three (3) residents of Maryland who may have been affected by this incident. The potentially impacted information related to these individuals may have included their name, in combination with their Social Security number and date of birth. As our investigation is ongoing, we will provide supplemental notification should we determine additional residents of Maryland are potentially affected.

Integreon will provide written notice of this incident to the potentially impacted Maryland residents via First Class Mail on April 12, 2023. A copy of the notice letter is attached hereto as **Exhibit A**, which

provides details of the incident and an offers complimentary credit monitoring and identity protection services for 12 months and access to a dedicated call center. Integreon also notified law enforcement, including the FBI of this incident.

In addition to notifying impacted individuals and law enforcement, Integreon also took steps to implement additional security measures and secure its environment. To this end, Integreon created a new server infrastructure including a new Citrix environment subject to ongoing vulnerability testing, strengthened universal password policies, restricted privilege accounts, and strengthened policies and procedures related to use of privileged accounts. Furthermore, Integreon continues to deploy market-leading antivirus and endpoint detection and response solutions which provide 24/7 monitoring of networks to identify and eliminate any malicious activity.

Thank you for your attention to this matter. Please contact me should you have any questions.

Very truly yours,

CIPRIANI & WERNER, P.C.

By:

A handwritten signature in black ink, appearing to read "Jordan Morgan", is written over a light gray rectangular background.

Jordan Morgan, Esq.

Exhibit A



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

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

<<b2b_text_1 (RE: Important Security Notification. Please read this entire letter.)>>

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

Integreon, Inc. writes to notify you of a recent incident that may have involved your personal information described below.

What Happened:

On February 17, 2023, we discovered unusual activity on our systems. Upon discovery, we immediately secured the network and began an investigation, which included working with third-party digital forensic specialists to determine the nature and scope of the activity. Following a thorough investigation, we discovered that some information relating to employees may have been impacted. To date, we have no evidence of any actual or attempted misuse of information by any third-party. However, we are providing this notification to you out of an abundance of caution and so that you may diligently monitor your personal information and resources.

What Information was Involved:

It is important to note, as mentioned above, that there is no evidence to suggest that any information has been misused. The information that could have been accessed by the unauthorized individual(s) may have included your first and last name, in combination with your Social Security Number and Date of Birth.

What We Are Doing:

In response to this incident, we immediately began an investigation and promptly reported this incident to law enforcement. In addition, while we have safeguards in place to protect data, we further enhanced our technical and administrative processes as part of our ongoing commitment to data security. Finally, as an additional safeguard for your information, we have arranged for you to activate, at no cost to you, identity monitoring services for one year through Kroll. Due to State and Federal privacy laws, however, we cannot activate you directly and if you wish to take advantage of this complimentary identity monitoring service, you must activate yourself.

What You Can Do:

We encourage you to sign up for these complimentary Identity Monitoring Services.

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>>

In addition to activating the complimentary identity monitoring services, we also recommend that you remain vigilant in regularly reviewing and monitoring all of your account statements and credit history to guard against any unauthorized transactions or activity. If you discover any suspicious or unusual activity on any of your accounts, please promptly change your password and take any additional steps to help protect your account. We also recommend that you notify your financial institution or other third-party company if applicable. Additionally, please report any suspicious incidents to local law enforcement and/or your State Attorney General. We have provided additional information below, which contains more information about steps you can take to protect yourself against fraud and identity theft.

For More Information:

We understand you may have questions about this incident. You may contact our dedicated assistance line at (866) 869-0419, 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.

We sincerely regret any concern this incident may cause you. The privacy and security of information is important to us, and we will continue to take steps to protect information in our care.

Sincerely,

Integreon, Inc.

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION



Take Advantage of Complimentary Identity Monitoring through Kroll

You have been provided with access to the following services from Kroll:

Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—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 will be able to help you determine if it is an indicator of identity theft.

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.

Monitor Your Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your credit reports/account statements and explanation of benefits forms for suspicious activity and to detect errors. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus, TransUnion, Experian, and Equifax. To order your free credit report, visit www.annualcreditreport.com or call 1-877-322-8228. Once you receive your credit report, review it for discrepancies and identify any accounts you did not open or inquiries from creditors that you did not authorize. If you have questions or notice incorrect information, contact the credit reporting bureau.

You have the right to place an initial or extended "fraud alert" on a credit file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert, 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 lasting seven years. Should you wish to place a fraud alert, please contact any of the three credit reporting bureaus listed below.

As an alternative to a fraud alert, you 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 your 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 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 credit freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., III, etc.);
2. Social Security number;
3. Date of birth;
4. Address for the prior two to five years;
5. Proof of current address, such as a current utility or telephone bill;
6. A legible photocopy of a government-issued identification card (e.g., state driver's license or identification card); 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 fraud alert or credit freeze, please contact the three major credit reporting bureaus listed below:

TransUnion 1-800-680-7289 www.transunion.com TransUnion Fraud Alert P.O. Box 2000 Chester, PA 19016-2000 TransUnion Credit Freeze P.O. Box 160 Woodlyn, PA 19094	Experian 1-888-397-3742 www.experian.com Experian Fraud Alert P.O. Box 9554 Allen, TX 75013 Experian Credit Freeze P.O. Box 9554 Allen, TX 75013	Equifax 1-888-298-0045 www.equifax.com Equifax Fraud Alert P.O. Box 105069 Atlanta, GA 30348-5069 Equifax Credit Freeze P.O. Box 105788 Atlanta, GA 30348-5788
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Additional Information

You can further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the credit reporting bureaus, the Federal Trade Commission (FTC), or your state Attorney General. The FTC also encourages those who discover that their information has been misused to file a complaint with them. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261.

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, your state Attorney General, and the FTC. This notice has not been delayed by law enforcement.

For Maryland residents, the Maryland Attorney General may be contacted at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-888-743-0023; and www.oag.state.md.us. Integreon can be contacted at 3247 47th Street South, Fargo, North Dakota 58104.

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.

For Rhode Island residents, the Rhode Island Attorney General may be contacted at 150 South Main Street, Providence, RI 02903; 1-401-274-4400; and www.riag.ri.gov. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. [There are \[#\] Rhode Island residents impacted by this incident.](#)

For Washington, D.C. residents, the District of Columbia Attorney General may be contacted at 441 4th Street NW #1100, Washington, D.C. 20001; 202-727-3400, and <https://oag.dc.gov/consumer-protection>. Integreon can be contacted at 3247 47th Street South, Fargo, North Dakota 58104.