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April 12, 2023

VIA E-MAIL: 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

Re: Security Incident

Dear Attorney General Brown:

I am providing notice on behalf of client Livingston International Inc. ("Livingston"), pursuant to Md. Code Ann. Comm. Law § 14-3504. The incident may have affected twenty-four (24) Maryland residents. The type(s) of personal information potentially affected vary by individual but may include full name, home address, and Social Security number and in certain limited cases health insurance numbers.

On December 5, 2022, Livingston experienced an IT outage associated with a legacy third-party network environment. On December 7, 2022, Livingston discovered that the outage was the result of a security incident and immediately engaged a security firm to conduct a forensics investigation of the incident and took steps to contain and remediate the impact of the incident. Livingston has also fully decommissioned the legacy third-party environment. In an abundance of caution, on December 20, 2022, Livingston notified all US employees by email of the incident and made available 12 months of complimentary credit monitoring and identity restoration services provided by Equifax.

Livingston also engaged a vendor to conduct a detailed review of the data that could have been compromised as a result of the incident. Based upon the results of this third-party data review, Livingston then took steps to confirm and further identify the impacted individuals and their current contact details. Livingston is in the process of notifying by mail all Maryland residents whose personal information may have been impacted, pursuant to Md. Code Ann. Comm. Law § 14-3504, based upon the results of the third party data review.

The information provided in this letter with respect to the security incident is based on Livingston's current knowledge and may change should additional relevant information be discovered. If you have any questions, please feel free to contact me at (206) 839-4854 or kate.lucente@dlapiper.com.



The Honorable Anthony G. Brown
April 12, 2023
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Respectfully submitted,

DLA Piper LLP (US)

A handwritten signature in black ink, appearing to read 'Kate Lucente'.

Kate Lucente
Partner

Livingston International Inc.
c/o Cyberscout
PO Box 1286
Dearborn, MI 48120-9998



April 11, 2023

Subject: Notice of Data Breach

Dear [REDACTED]:

We write on behalf of Livingston International ("Livingston") to inform you of a data security incident that affected Livingston's systems and may have involved your personal information. Please read this letter in its entirety as it provides information on the incident and contains instructions for how you can obtain complimentary credit monitoring should you wish to receive it.

What happened?

Livingston experienced a system disruption in December 2022 and has been investigating the scope of that incident with third-party experts. Livingston has also notified the appropriate authorities. That investigation has since determined that the personal information of current and former Livingston associates was potentially affected. Specifically, Livingston has found evidence that personal and ID information was potentially accessed during this incident.

What information was involved?

The personal information that may have been affected includes current and former associates' personal and ID information. This may include full name, national identification (e.g., Social Security Number), address or date of birth.

To date, Livingston has not identified any evidence of downloading, misuse, or publication of the information affected. However, to reduce the potential risk of harm to affected individuals, Livingston is offering you complimentary identity protection services.

What is Livingston doing to address this situation?

Livingston is implementing enhanced safeguards to its systems, security and practices. Livingston is also providing you with access to the following services.

Livingston is providing you with access to **Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score/Cyber Monitoring** services at no charge. These services provide you with alerts for twenty-four months from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place with the bureau. Cyber monitoring will look out for your personal data on the dark web and alert you if your personally identifiable information is found online. Finally, Livingston is providing you with proactive fraud assistance to help with any questions that you might have or in 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.

Representatives are available for 90 days from the date of this letter, to assist you with questions regarding this incident, between the hours of 8:00 am to 8:00 pm Eastern Time, Monday through Friday. Please call the helpline at **1-833-570-2943** and supply the fraud specialist with your unique code listed below. To extend these services, enrollment in the monitoring services described above is required.

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How do I enroll for the free services?

To enroll in Credit Monitoring services at no charge, please log on to <https://secure.identityforce.com/benefit/livingston> 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 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.

What can I do on my own to address this situation?

While we encourage you to take the above steps to have additional support to monitor the integrity of your information, if you choose not to use these services, we strongly urge you to do the following:

To place a fraud alert on your own, you will need to contact one of the two major credit agencies directly at:

Experian (1-888-397-3742)
P.O. Box 4500
Allen, TX 75013
www.experian.com

Equifax (1-800-525-6285)
P.O. Box 740241
Atlanta, GA 30374
www.equifax.com

TransUnion (1-800-680-7289)
P.O. Box 2000
Chester, PA 19016
www.transunion.com

Should you wish to obtain a credit report and monitor it on your own:

- **IMMEDIATELY** obtain free copies of your credit report and monitor them upon receipt for any suspicious activity. You can obtain your free copies by going to the following website: www.annualcreditreport.com or by calling them toll-free at 1-877-322-8228. Hearing-impaired consumers can access their TDD service at 1-877-730-4204.
- **Upon receipt of your credit report**, we recommend that you review it carefully for any suspicious activity.

You can also obtain more information from the Federal Trade Commission (FTC) about identity theft and ways to protect yourself. The FTC has an identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information online at www.ftc.gov/idtheft.

What if I want to speak with someone regarding this incident?

We have established a dedicated call center to answer all your questions about this matter. Should you have any questions regarding the monitoring service, have difficulty enrolling or require additional support, please call **1-833-570-2943**.

Livingston takes its responsibility to protect your personal information very seriously and regrets any inconvenience this incident may have caused you.

Sincerely,

Robert Closner
Chief Legal Officer
Livingston International