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April 18, 2023

VIA EMAIL (IDTHEFT@OAG.STATE.MD.US)

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

Re: Incident Notification

Dear Attorney General Brown:

We are writing on behalf of our client, West Technology Group, LLC (“WTG”)¹, to notify your office of a security incident. WTG is headquartered in Omaha, Nebraska.

On December 1, 2022, WTG detected that an unauthorized third party gained remote access to their corporate network. WTG quickly took steps to secure the network and began an investigation of the incident with the support of leading outside cybersecurity experts as well as notified law enforcement. The investigation revealed that the unauthorized party took some files from WTG’s corporate network, which included certain employee personal information. The investigation verified that information regarding nineteen individuals was taken and those individuals were notified on December 31, 2022. No Maryland residents were among the nineteen individuals notified on December 31, 2022. Further investigation determined that files regarding others were potentially taken. WTG reviewed the potentially taken files and on March 22, 2023, identified that the name and Social Security number of thirty-seven (37) Montana residents was included in the potentially taken files.

On April 18, 2023, WTG began mailing notification letters to the potentially affected

¹ WTG was formerly known as Intrado Corporation. The name “Intrado” was recently transferred as part of a sale of a WTG subsidiary. This notice does not involve or relate to the current owner and user of the “Intrado name.” For information about the current user of the name Intrado, please see <https://www.intrado.com>.

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Maryland residents via U.S. mail in accordance with Md. Code Ann., Com. Law § 14-3504.² A copy of the notification letter is enclosed. WTG is providing a telephone number for notified individuals to call with any questions they may have about the incident. WTG is offering notified individuals whose Social Security number or driver's license number was potentially involved, a complimentary one-year membership to credit monitoring and identity protection services through Experian.

To help prevent this type of incident from happening again, WTG continued to work with leading cybersecurity experts and are instituting a series of additional security measures.

Please do not hesitate to contact me if you have any questions regarding this matter.

Sincerely,

A handwritten signature in black ink that reads "M. Scott Koller". The signature is written in a cursive, flowing style.

M. Scott Koller
Partner

² This report is not, and does not constitute, a waiver of WTG's objection that Maryland lacks personal jurisdiction over the company related to this matter.



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

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

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

West Technology Group, LLC (“WTG”)¹, experienced a cyber security incident affecting our corporate environment. We want to make clear at the outset that keeping personal data safe and secure is extremely important to us, and we deeply regret that this incident occurred.

WHAT HAPPENED?

On December 1, 2022, we detected that an unauthorized third party gained remote access to WTG’s corporate network. We quickly took steps to secure our network and began an investigation of the incident with the support of leading outside cybersecurity experts as well as notified law enforcement.

WHAT INFORMATION WAS INVOLVED?

Our investigation to date has revealed that the unauthorized party took some files from WTG’s corporate network, which may have included certain employee personal information. We reviewed the files that may have been taken and on March 22, 2023, unfortunately, we determined your personal information was included in the potentially taken files. The personal information identified includes your <<b2b_text_1 (data elements)>>.

WHAT WE ARE DOING

We took prompt steps to address this incident after discovery. As a precaution, we are providing credit monitoring and identity monitoring services through Experian. This coverage is available to you, free of charge, for a period of one year. For instructions on how to enroll and steps you can take to help protect your information, please see the pages that follow this letter.

WHAT YOU CAN DO

We encourage you to take advantage of the credit monitoring and identity theft protection services that we are providing to you free of charge. In addition, you should remain vigilant and carefully review your accounts for any suspicious activity. This is a best practice for all individuals. If you would like to take additional steps to help protect your personal information, attached to this letter are helpful resources on how to do so, including recommendations from the Federal Trade Commission regarding identity theft protection and details on how to place a fraud alert or a security freeze on your credit file.

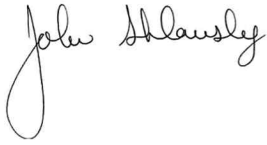
¹ WTG was formerly known as Intrado Corporation. The name “Intrado” was recently transferred as part of a sale of a WTG subsidiary. This notice does not involve or relate to the current owner and user of the “Intrado name.” For information about the current user of the name Intrado, please see <https://www.intrado.com>.

FOR MORE INFORMATION

Privacy and security for our company, clients, and employees are of the utmost importance. We deeply apologize for the incident. Additionally, we continue to work with leading cybersecurity experts and have already instituted a series of additional security measures to help prevent any future incidents.

If you have questions or need additional information, please call (866) 869-0401 or +1 (423) 397-6251, Monday through Friday, between 8:00 a.m. and 5:30 p.m. Central Time, excluding major U.S. holidays.

Sincerely,

A handwritten signature in black ink, reading "John Shlonsky". The signature is fluid and cursive, with a large loop at the end of the last name.

John Shlonsky
Chief Executive Officer
West Technology Group

Additional Resources

Below are additional helpful tips you may want to consider to protect your personal information.

Review Your Credit Reports and Account Statements; Notify Law Enforcement of Suspicious Activity

As a precautionary measure, we recommend that you remain vigilant by reviewing your credit reports and account statements closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or other company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities. 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 law enforcement, the Federal Trade Commission (“FTC”) and/or the Attorney General’s office in your home state. You can also contact these agencies for information on how to prevent or avoid identity theft, and you can contact the FTC at:

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580
www.ftc.gov/IDTHEFT
1-877-IDTHEFT (438-4338)

Copy of Credit Report

You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <https://www.annualcreditreport.com>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to the Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. You can print this form at <https://www.annualcreditreport.com/manualRequestForm.action>. Credit reporting agency contact details are provided below.

Equifax:

equifax.com
equifax.com/personal/credit-report-services
P.O. Box 740241
Atlanta, GA 30374
866-349-5191

Experian:

experian.com
experian.com/help
P.O. Box 2002
Allen, TX 75013
888-397-3742

TransUnion:

transunion.com
transunion.com/credit-help
P.O. Box 1000
Chester, PA 19016
888-909-8872

When you receive your credit reports, review them carefully. Look for accounts or credit inquiries that you did not initiate or do not recognize. Look for information, such as home address and Social Security number, that is inaccurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

Fraud Alert

You may want to consider placing a fraud alert on your credit file. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. If you have already been a victim of identity theft, you may have an extended alert placed on your report if you provide the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above.

Security Freeze

You have the right to place a security freeze on your credit file free of charge. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. As a result, using a security freeze may delay your ability to obtain credit. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name; social security number; date of birth; current and previous addresses; a copy of your state-issued identification card; and a recent utility bill, bank statement, or telephone bill.

Federal Fair Credit Reporting Act Rights

The Fair Credit Reporting Act (FCRA) is federal legislation that regulates how consumer reporting agencies use your information. It promotes the accuracy, fairness, and privacy of consumer information in the files of consumer reporting

agencies. As a consumer, you have certain rights under the FCRA, which the FTC has summarized as follows: you must be told if information in your file has been used against you; you have the right to know what is in your file; you have the right to ask for a credit score; you have the right to dispute incomplete or inaccurate information; consumer reporting agencies 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 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 violators. Identity theft victims and active duty military personnel have additional rights.

For more information about these rights, you may go to www.ftc.gov/credit or write to: Consumer Response Center, Room 13-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

Additional Information

You have the right to obtain any police report filed in regard to this incident. If you are the victim of fraud or identity theft, you also have the right to file a police report. You may consider starting a file with copies of your credit reports, any police report, any correspondence, and copies of disputed bills. It is also useful to keep a log of your conversations with creditors, law enforcement officials, and other relevant parties.

For Colorado residents: You may obtain information from the Federal Trade Commission and the credit reporting agencies about fraud alerts and security freezes.

For Maryland residents: You may contact and obtain information from your state attorney general at: *Maryland Attorney General's Office*, 200 St. Paul Place, Baltimore, MD 21202, (888) 743-0023 / (410) 576-6300, www.oag.state.md.us

For New York residents: For more information on identity theft, you can contact the following: New York Department of State Division of Consumer Protection at <http://www.dos.ny.gov/consumerprotection> or (800) 697-1220 or NYS Attorney General at <http://www.ag.ny.gov/home.html> or (800) 771-7755.

For Nebraska, New Jersey, and Texas 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 bureaus directly to obtain such additional report(s).

For North Carolina residents: You may contact and obtain information from your state attorney general at: North Carolina Attorney General's Office, 9001 Mail Service Centre, Raleigh, NC 27699, 1-919-716-6000 / 1-877-566-7226, www.ncdoj.gov

For Rhode Island residents: [This incident involves \[X\] individuals in Rhode Island](#). Under Rhode Island law, you have the right to file and obtain a copy of a police report. You also have the right to request a security freeze, as described above. You may contact and obtain information from your state attorney general at: Rhode Island Attorney General's Office, 150 South Main Street, Providence, RI 02903, 1-401-274-4400, www.riag.ri.gov

To help protect your identity, we are offering a **complimentary** one-year membership to Experian IdentityWorksSM. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

Activate IdentityWorks In Three Easy Steps

1. ENROLL by: <<b2b_text_6 (activation date)>> (Your code will not work after this date.)
2. VISIT the **Experian IdentityWorks website** to enroll: <https://www.experianidworks.com/3bcredit>
3. PROVIDE the **Activation Code**: <<Activation Code s_n>>

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877.890.9332. Be prepared to provide engagement number <<b2b_text_2 (engagement #)>> as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12 MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately without needing to enroll in the product** regarding any fraud issues. Identity Restoration specialists are available to help you address credit and non-credit related fraud.

Once you enroll in Experian IdentityWorks, you will have access to the following additional features:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian, Equifax, and Transunion files for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARETM:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance^{**}:** Provides coverage for certain costs and unauthorized electronic fund transfers.

**Activate your membership today at <https://www.experianidworks.com/3bcredit>
or call 877.890.9332 to register with the activation code above.**

What you can do to protect your information: There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to www.ExperianIDWorks.com/restoration for this information. If you have any questions about IdentityWorks, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877.890.9332.

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.