



Baker&Hostetler LLP

1170 Peachtree Street
Suite 2400
Atlanta, GA 30309-7676

T 404.459.0050
F 404.459.5734
www.bakerlaw.com

Ryan M. Christian, Sr.
direct dial: 404.256.8234
rchristian@bakerlaw.com

June 5, 2023

VIA E-MAIL [IDTHEFT@OAG.STATE.MD.US]

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, Gallivan White, & Boyd P.C. (“GWB”), to provide notice to your office concerning a cybersecurity incident involving six Maryland residents. GWB is located at 40 Calhoun Street Suite 315, Charleston, SC 29401.

GWB identified a data security incident involving two employee email accounts. Upon discovering the activity, GWB immediately took steps to secure the email accounts, commenced an investigation with the assistance of a cybersecurity firm, and took other measures to address the incident. GWB’s investigation determined that there was unauthorized access to only two employee email accounts. On April 21, 2023, GWB determined that one or more emails or attachments contained the personal information of six Maryland residents, including their names and Social Security numbers.

On June 5, 2023, GWB began mailing notification letters to the Maryland residents in accordance with Md. Code Ann., Com. Law § 14-3504¹ via United States First-Class mail. A copy of the notification letter is enclosed. GWB is offering the Maryland residents a complimentary one-year membership to credit monitoring and identity theft protection services. In addition, a dedicated, toll-free call center has been established that the individuals can call to obtain more information regarding the incident.

¹ This notice does not waive Gallivan White & Boyd’s objection that Maryland lacks personal jurisdiction over it regarding any claims related to this incident.

June 5, 2023

Page 2

To prevent something like this from happening again, GWB is taking steps to enhance its existing security measures.

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

Sincerely,

Ryan M. Christian

Ryan M. Christian, Sr.

Counsel

Enclosure



Return to IDX
4145 SW Watson Ave
Suite 400
Beaverton, OR 97005

To Enroll, Please Call:
1-800-939-4170
Or Visit:
<https://app.idx.us/account-creation/protect>
Enrollment Code: <<XXXXXXXXXX>>

<<First Name>> <<Last Name>>
<<Address 1>>
<<Address 2>>
<<City>>, <<State>> <<Zip>>

June 5, 2023

Dear <<First Name>> <<Last Name>>:

We are writing to notify you of a data security incident that may have involved some of your personal information. This notice explains the incident, measures we have taken, and some steps you may consider taking in response.

We concluded an investigation into suspicious activity involving two employee email accounts. Upon discovering this activity, we promptly secured the email accounts, commenced an investigation with the assistance of a cybersecurity firm, and took other measures to address the incident. The investigation determined that there was unauthorized access to only two employee email accounts. We completed a review of the emails and attachments within that account and, on April 21, 2023, determined that an email or attachment containing your name and <<variable data elements>> was within that account and, therefore, may have been accessed or viewed by an unauthorized person.

We are offering you credit monitoring and identity protection services through the company IDX at no cost to you. These identity protection services include one year of triple-bureau credit monitoring, CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity recovery services. These services are completely free to you and enrolling in this program will not hurt your credit score. **For more information on the services, including instructions on how to activate your complimentary one-year membership, please visit <https://app.idx.us/account-creation/protect> or call 1-800-939-4170 and use the Enrollment Code provided above. Please note the deadline to enroll is September 5, 2023.**

We regret that this incident occurred and apologize for any inconvenience. To prevent something like this from happening again, we are taking steps to enhance our existing security measures. If you have any questions, please call 1-800-939-4170, Monday through Friday, between 9:00 a.m. and 9:00 p.m. Eastern Time.

Sincerely,

Gallivan, White & Boyd



ENROLLMENT INSTRUCTIONS

1. Website and Enrollment. Call 1-800-939-4170 or go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter.

2. Activate the credit monitoring provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

If you discover any suspicious items and have enrolled in IDX identity protection, notify IDX immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

ADDITIONAL STEPS YOU CAN TAKE

We remind you it is always advisable to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

- *Equifax*, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-378-4329
- *Experian*, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742
- *TransUnion*, PO Box 1000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

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 state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

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

Fraud Alerts and Credit or Security Freezes:

Fraud Alerts: There are two types of general 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 one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years.

To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report.

For those in the military who want to protect their credit while deployed, an Active Duty Military Fraud Alert lasts for one year and can be renewed for the length of your deployment. The credit bureaus will also take you off their marketing lists for pre-screened credit card offers for two years, unless you ask them not to.

Credit or Security Freezes: You have the right to put a credit freeze, also known as a security freeze, on your credit file, free of charge, which makes it more difficult for identity thieves to open new accounts in your name. That's because most creditors need to see your credit report before they approve a new account. If they can't see your report, they may not extend the credit.

How do I place a freeze on my credit reports? There is no fee to place or lift a security freeze. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For information and instructions to place a security freeze, contact each of the credit reporting agencies at the addresses below:

- *Equifax Security Freeze*, PO Box 105788, Atlanta, GA 30348, www.equifax.com
- *Experian Security Freeze*, PO Box 9554, Allen, TX 75013, www.experian.com
- *TransUnion Security Freeze*, PO Box 160, Woodlyn, PA 19016, www.transunion.com

You'll need to supply your name, address, date of birth, Social Security number and other personal information. After receiving your freeze request, each credit bureau will provide you with a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

How do I lift a freeze? A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it altogether. If the request is made online or by phone, a credit bureau must lift a freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request.

If you opt for a temporary lift because you are applying for credit or a job, and you can find out which credit bureau the business will contact for your file, you can save some time by lifting the freeze only at that particular credit bureau. Otherwise, you need to make the request with all three credit bureaus.

Gallivan White and Boyd is located at 55 Beattie Place, Suite 1200, Greenville, SC 29601 and can be reached by phone at 864-271-9580.

Additional Information for Residents of These States:

New York: You may contact and obtain information from these state agencies: *New York Department of State Division of Consumer Protection*, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001, 518-474-8583 / 1-800-697-1220, <http://www.dos.ny.gov/consumerprotection>; and *New York State Office of the Attorney General*, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov>.

West Virginia: You have the right to ask that nationwide consumer reporting agencies place "fraud alerts" in your file to let potential creditors and others know that you may be a victim of identity theft, as described above. You also have a right to place a security freeze on your credit report, as described above.