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June 6, 2023

CONFIDENTIAL

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

RE: Vitality Management Company, LLC

To Whom It May Concern:

In accordance with Maryland Code Ann. Com. Law §14-3501, et. seq., I am providing the following notice of a security incident on behalf of our client, Vitality Management Company, LLC ("Vitality").

Name and Contact Information of Person Reporting the Security Incident.

Scot Ganow, Esq., CIPP/US
Outside Counsel to Vitality
Taft Stettinius & Hollister LLP
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Dayton, Ohio 45423
937-641-2041
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Brief Description of Incident; Vitality Response. Vitality, and hundreds of global companies and state agencies use a third-party file transfer program called MOVEit (provided by Progress Software Corporation) to transfer data necessary in conducting business. MOVEit experienced a security vulnerability on May 30, 2023. Vitality's internal security personnel identified this risk at approximately 11:30 a.m. Central Standard Time on June 1, 2023. Within minutes of becoming aware of the vulnerability, Vitality disconnected the MOVEit software server. This prevented all public access to the server and removed the known exploitable risk. Vitality's security team then conducted a thorough forensic analysis to ensure that no other servers or systems inside of the broader Vitality network were impacted. As an extra precaution, Vitality implemented a password reset on every account that accesses the server, along with additional security measures. After

reviewing the incident, Vitality identified a two-hour span in which the vulnerability potentially allowed the unauthorized third party to access the server that utilizes the MOVEit software. Vitality confirmed during its investigation that Vitality employee information may have been accessed by the unauthorized third party. Vitality then worked to analyze the files to understand what personal information may have been at risk and to identify affected individuals.

Information Compromised. According to Vitality's investigation, it was possible that certain personal information was accessed by the unauthorized third party. Such personal information could include the following data:

- Social Security Number; and
- First and Last Name;
- Date of Birth;
- Employee ID;
- Mailing Address;
- Gender; and
- Email Address.

Number of Affected Individuals in Maryland. The investigation identified one (1) individual with a Maryland address that may have been impacted. In the event that Vitality determines any additional Maryland residents are impacted, Vitality shall update this notice accordingly.

Notice to Affected Individuals. A substantially similar electronic copy of the notice to the affected individuals is attached. The notice was emailed to the Vitality employee on June 22, 2023.

Credit Monitoring Services. Two years of complimentary credit monitoring and identity theft protection services will be provided through Experian. Please see the credit monitoring information in the notice to the Maryland resident for more information on Experian's services.

Archived: Friday, June 23, 2023 6:39:04 PM
From: Lauren Prorok
Subject: IMPORTANT - Please Read In Full
Sensitivity: High

Good Afternoon,

As you may be aware, there was a data security incident at Vitality related to its Moveit Server.

What happened
Vitality, and hundreds of global companies and state agencies use a third-party file transfer program called MOVEit to transfer data necessary to conducting business. MOVEit experienced a security vulnerability on May 31, 2023. You can read more about the vulnerability and its impact here.

Vitality's internal security personnel identified this risk at approximately 11:30 a.m. Central Standard Time on June 1, 2023 Within minutes of becoming aware of the vulnerability, Vitality disconnected the MOVEit software server. This prevented all public access to the server and removed the known exploitable risk. After reviewing the incident, Vitality identified a two-hour span in which the vulnerability POTENTIALLY allowed the unauthorized third party to access the server that utilizes the MOVEit software. Vitality took immediate action and temporarily disabled access to MOVEit to protect our members' data privacy and began forensics investigations to evaluate any impact.

How does this impact me?

Lauren Prorok held an All-Staff on June 15th explaining the incident and how it impacted our clients. Initially, we did not think any of our employee files were affected; however, upon further investigation we discovered one file was POTENTIALLY impacted from 11/9/2018. If you are receiving this email, your information was on the file.

What information was involved?
SSN, First name, Last name, DOB, EEID, Mailing Address, gender, and email address.
Please note: If your DEPENDENTS WERE eligible for Vitality, they were also on the file. We are only sending this to employees because spouse SSN is not included on eligibility files.*

What we are doing
VITALITY IS ACTIVELY WORKING TO CONTINUE TO MONITOR THIS SITUATION. Vitality is ALSO partnering with Experian to offer 2 years of credit monitoring to our impacted employees.

What you can do
While we have received no reports or indication of such activity, the risks related to unauthorized ACCESS OR use of a Social Security number may include identity theft, financial fraud, and tax fraud. Please be vigilant about monitoring your personally identifiable information, in particular your credit report information and financial accounts, to protect against fraudulent activity. Please also take care and attention when submitting tax returns to protect against possible fraudulent submissions made on your behalf.

To assist you in this effort, we have provided complimentary credit monitoring and identity theft prevention services through Experian. **If you are concerned about identity theft, please sign up for the complimentary monitoring and protection services by following the instructions provided below from Experian.** The deadline to sign up for this complimentary monitoring and protection service is **October 31, 2023**. You will need to contact Josef Lahood-Olsen josef.lahood-olsen@vitalitygroup.com for the unique code.

For further information on steps you can take to protect your information, please review this page.

For more information
Again, we sincerely regret that this incident has occurred AND ARE DOING ALL WE CAN TO MONITOR THIS INCIDENT. If you have any questions, please reach out to the Privacy & Security Team.

Sincerely,
The Privacy & Security Team

ADDITIONAL DETAILS REGARDING YOUR 24 MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:

Experian's® IdentityWorks℠ product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by October 31, 2023** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: https://www.experianidworks.com/credit
- Provide your **activation code**: contact josef.lahood-olsen@vitalitygroup.com for the unique code.

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 by October 31, 2023. Be prepared to provide engagement number B096642 as proof of eligibility for the Identity Restoration services by Experian.

A credit card is **not** required for enrollment in Experian IdentityWorks.
You can contact Experian **post June 16th** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **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 file for indicators of fraud.
- **Identity Restoration**: Identity Restoration agents are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™**: You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to $1 Million Identity Theft Insurance****: Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent using the customer service number mentioned above. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for 24 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

* 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