



Aubrey Weaver
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June 29, 2023

VIA ELECTRONIC MAIL

Attorney General Anthony G. Brown
Maryland Attorney General's Office
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202
E-Mail: ldtheft@oag.state.md.us

Re: Notice of Data Security Incident

Dear Attorney General Brown:

Constangy, Brooks, Smith & Prophete LLP (Constangy) represents Community Research Foundation ("CRF"), a nonprofit community services organization based in San Diego, California, in conjunction with the recent data security incident described in greater detail below. The purpose of this letter is to notify you of the incident in accordance with the Maryland data breach notification statute.

1. Nature of the Security Incident

On October 13, 2022, CRF became aware of a possible data security incident involving its digital environment. Following discovery, it immediately took steps to secure its digital environment and engaged a dedicated team of external cybersecurity experts to assist in responding to and investigating the incident. As a result of the investigation, CRF learned that an unauthorized actor accessed certain files and data stored within its systems. CRF thereafter launched a comprehensive review of all potentially affected information to identify the individuals and information involved. CRF's review concluded on April 19, 2023, at which time it determined that personal and protected health information may have been involved in this incident. Since that time, it has been working diligently to gather contact information and preparing to provide individual notice.

2. Type of Information and Number of Maryland Residents Notified

The data sets potentially acquired by the malicious actor(s) responsible for this incident included individuals' name, Social Security number, and medical information. On June 29, 2023, CRF notified six (6) Maryland residents of this data security incident via U.S. First-Class Mail. A sample copy of the notification letter sent to potentially impacted individuals is included with this correspondence.

3. Steps Taken Relating to the Incident

CRF reported this incident to federal law enforcement and will cooperate with investigative requests as necessary. It has also implemented additional security measures in an effort to prevent a similar incident from occurring in the future. Further, as referenced in the sample consumer notification letter, CRF has offered individuals twelve (12) months of complimentary services through Experian, which include credit monitoring, dark web monitoring, a \$1 million identity fraud loss reimbursement policy, and fully-managed identity theft recovery services, along with access to a call center for support for ninety (90) days.

4. Contact Information

CRF remains dedicated to protecting the personal information in its possession. If you have any questions or need additional information, please do not hesitate to contact me at aweaver@constangy.com.

Best regards,

A handwritten signature in black ink, appearing to read 'Aubrey Weaver'.

Aubrey Weaver of
CONSTANGY, BROOKS, SMITH & PROPHETE,
LLP

Encl: Sample Adult Consumer Notification Letter

Behavioral
Healthcare

Return Mail Processing

PO Box 589
Claysburg, PA 16625-0589

J6315-L01-0000001 T00001 P001 *****SCH 5-DIGIT 12345

A B C D E F G H I J K
A L M N O P Q R S T U V W X Y Z
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

APT ABC

123 ANY STREET

ANYTOWN, ST 12345-6789

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Dear Sample A. Sample,

What Happened? On October 13, 2022, CRF discovered unusual activity in our digital environment. We immediately took steps to secure our digital environment and engaged a dedicated team of external cybersecurity experts to assist us in responding to and investigating the incident. As a result of the investigation, we learned that an unauthorized actor accessed certain files and data stored within our systems. We thereafter launched a comprehensive review of all potentially affected information to identify the individuals and information involved. On April 19, 2023, we determined that protected health information may have been involved in this incident. Since that time, we have been working to gather contact information for individuals, provide notice for our partner entities, and to prepare to provide you this letter.

What Are We Doing? As soon as CRF discovered this incident, we took the steps described above. In addition, we have implemented additional measures to further enhance the security of our environment in the effort to minimize the risk of a similar incident occurring in the future.

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Please note that Identity Restoration is available to you for 12 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.

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary 12-month membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your protected health information, please follow the steps below:

- Ensure that you enroll by August 31, 2023 (Your code will not work after this date.)
- Visit the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/plus>
- Provide your activation code: ABCDEFGHI

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 833-901-4615 by August 31, 2023. Be prepared to provide engagement number B096003 as proof of eligibility for the Identity Restoration services by Experian.

What You Can Do: We recommend you activate your complimentary Experian services using the information provided above. You can also follow the recommendations on the following page to help protect your information.

For More Information: Further information about how to protect your protected health information appears on the following page. If you have questions about the incident, please call our dedicated call center at 833-901-4615 from 6:00 A.M. to 8:00 P.M. Pacific Time, Monday through Friday and Saturday and Sunday 8:00 A.M. – 5:00 P.M. Pacific Time (excluding holidays). The call center representatives are fully versed on this incident and can answer questions that you may have.

Please be assured that CRF takes the privacy and security of all protected health information within its possession very seriously. We hope you will accept our sincere apologies and know that CRF deeply regrets any worry or inconvenience that this may cause you.

Sincerely,

Jack Farmer

Jack Farmer
Executive Vice President, Chief Administrative Officer
Community Research Foundation
1202 Morena Blvd Ste. 100
San Diego, CA 92110

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

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 <http://www.annualcreditreport.com/>, calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three national credit reporting agencies:

Equifax
P.O. Box 105851
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Experian
P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion
P.O. Box 2000
Chester, PA 19016
1-800-916-8800
www.transunion.com

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. 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. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

Security Freeze: You have the right to put a security freeze on your credit file at no cost. A security freeze will stay on your credit report until you remove it, and 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 potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. 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 insurance statement.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

Federal Trade Commission
600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov, and
www.ftc.gov/idtheft
1-877-438-4338

Maryland Attorney General
200 St. Paul Place
Baltimore, MD 21202
marylandattorneygeneral.gov
1-888-743-0023

New York Attorney General
Bureau of Internet and Technology
Resources
28 Liberty Street
New York, NY 10005
1-212-416-8433

North Carolina Attorney General
9001 Mail Service Center
Raleigh, NC 27699
ncdoj.gov
1-877-566-7226

Rhode Island Attorney General
150 South Main Street
Providence, RI 02903
<http://www.riag.ri.gov>
1-401-274-4400

Washington D.C. Attorney General
441 4th Street, NW
Washington, DC 20001
oag.dc.gov
1-202-727-3400

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.

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** 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.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **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.

* 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.

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at **833-901-4615** by August 31, 2023. Be prepared to provide engagement number **B096003** as proof of eligibility for the identity restoration services by Experian.

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 at **833-901-4615**. 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 12 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 additional self-help tips and information about identity protection at this site.