

Holland & Knight

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Via Email to Idtheft@oag.state.md.us

Office of the Attorney General
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202
Idtheft@oag.state.md.us

July 19, 2023

Re: Notice of Security Incident

To Whom It May Concern:

I am writing on behalf of Rite Aid Corporation (“Rite Aid”) to inform you that notice is being sent to approximately 220 Maryland residents regarding a security incident. Approximately 23,433 individuals are receiving notice nationwide. By providing this notice, Rite Aid does not waive any rights or defenses regarding the applicability of state law or personal jurisdiction.

I. Background

On May 31, 2023, Rite Aid was informed by a vendor named Progress Software that its MOVEit file transfer software had a zero-day vulnerability which was being exploited by an unknown third party. Progress Software also provided a software update to remediate the issue, which Rite Aid immediately installed. This was a widely reported event that impacted thousands of organizations, and more information is publicly available at <https://community.progress.com/s/article/MOVEit-Transfer-Critical-Vulnerability-31May2023> and <https://www.cisa.gov/news-events/cybersecurity-advisories/aa23-158a>.

II. Investigation

Rite Aid conducted a thorough review of its systems and the affected software, and discovered that on May 27, 2023, certain company files had been accessed by the unknown party. Information contained in some of these files included a limited amount of protected health information such as: patient first and last names, dates of birth, addresses, prescription information including medication names and dates of fill, prescriber information and in some instances limited insurance information (plan name and cardholder ID). Note that no Social Security numbers or financial information, like credit card numbers, were involved in the incident.

Atlanta | Austin | Birmingham | Boston | Century City | Charlotte | Chattanooga | Chicago | Dallas | Denver | Fort Lauderdale
Fort Worth | Houston | Jacksonville | Los Angeles | Miami | Nashville | New York | Orange County | Orlando | Philadelphia
Portland | Richmond | San Francisco | Stamford | Tallahassee | Tampa | Tysons
Washington, D.C. | West Palm Beach

III. Notifications

On July 20, 2023, Rite Aid is mailing a notice letter to all individuals identified as having personal information potentially impacted by this incident. A template notice is attached for reference. Rite Aid is including an offer for twelve (12) months of Kroll identity monitoring services at no cost. These services include credit monitoring, fraud consultation, and identity theft restoration.

Rite Aid has reported the incident to law enforcement, and is notifying appropriate federal and state regulators. In addition, Rite Aid will be providing media notice in states where more than 500 individuals will be receiving notice, and will also be providing notice on its website for 90 days.

IV. Additional Safeguards

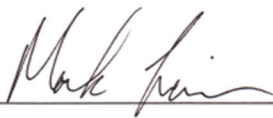
Rite Aid takes its obligation to safeguard personal information very seriously, and continues to monitor for any further developments regarding this incident, including with respect to security recommendations issued by the vendor and government authorities.

* * *

Should you have any questions regarding this notification or other aspects of this incident, please contact me at mark.francis@hklaw.com or 212.513.3572.

Sincerely,

Holland & Knight LLP

A handwritten signature in dark ink, appearing to read "Mark Francis", is written over a horizontal line.

Mark H. Francis



Rite Aid
30 Hunter Ln
Camp Hill, PA 17011

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

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

Notice of Data Breach

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

We are writing to tell you about a data security incident that may have exposed some of your personal information. We take the protection and proper use of your information very seriously. For this reason, we are contacting you directly to explain the circumstances of the incident.

What happened?

On May 31, 2023, we were informed by a vendor partner of ours that there was a vulnerability in their software and it had been exploited by an unknown third party. To address the defect, the vendor provided a software update. We immediately installed the update and conducted a thorough review of our systems and the provider's software, during which we discovered that on May 27, 2023, certain company files had been accessed by the unknown party.

What information was involved?

Information contained in some of these files included a limited amount of protected health information such as: patient first and last names, dates of birth, addresses, prescription information including medication names and dates of fill, prescriber information and in some instances limited insurance information (plan name and cardholder ID). Note that no social security numbers or financial information, like credit card numbers, were involved in the incident.

What we are doing.

We regret that this incident occurred. We immediately reported it to law enforcement as well as to the appropriate federal and state regulators. We take our obligation to safeguard personal information very seriously and are alerting you in case you would like to take any steps to help protect yourself. You are entitled under U.S. law to one free credit report annually from each of the three nationwide consumer-reporting agencies. To order your free credit report, visit www.annualcreditreport.com. We have also enclosed with this letter additional resources listed below that you may find helpful.

To help relieve concerns and restore confidence following this incident, we have secured the services of Kroll to provide identity monitoring at no cost to you for one year. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

Visit <<IDMonitoringURL>> to activate and take advantage of your identity monitoring services.

You have until <<b2b_text_6 (activation date)>> to activate your identity monitoring services.

Membership Number: <<Membership Number s_n>>

For more information about Kroll and your Identity Monitoring services, you can visit info.krollmonitoring.com.

Additional information describing your services is included with this letter.

What you can do.

Please review the enclosed "Additional Resources" section included with this letter. This section describes additional steps you can take to help protect yourself, including recommendations by 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.

For more information.

If you have questions, please call (866) 373-9172, Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time, excluding major U.S. holidays. Please have your membership number ready.

Protecting your information is important to us. We trust that the services we are offering to you demonstrate our continued commitment to your security and satisfaction.

Sincerely,

A handwritten signature in black ink, appearing to read 'Andrew Palmer', with a stylized, cursive script.

Andrew Palmer
Chief Privacy Officer

ADDITIONAL RESOURCES

Contact information for the three nationwide credit reporting agencies:

Equifax, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111

Experian, PO Box 2104, Allen, TX 75013, www.experian.com, 1-888-397-3742

TransUnion, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-888-4213

Free Credit Report. It is recommended that you remain vigilant by reviewing account statements and monitoring your credit report for unauthorized activity, especially activity that may indicate fraud and identity theft. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting agencies.

To order your annual free credit report please visit **www.annualcreditreport.com** or call toll free at **1-877-322-8228**.

You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at www.consumer.ftc.gov) to:

Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont 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 reporting agencies directly to obtain such additional report(s).

Fraud Alerts. There are two types of 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 at least one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft and you have the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by contacting any of the three national credit reporting agencies.

Security Freeze. You have the ability to place a security freeze, also known as a credit freeze, on your credit report free of charge.

A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you may use an online process, an automated telephone line, or submit a written request to any of the three credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that, if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past 5 years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, and display your name, current mailing address, and the date of issue.

Federal Trade Commission and State Attorneys General Offices. 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 home state. You may also contact these agencies for information on how to prevent or minimize the risks of identity theft.

You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, www.ftc.gov/bcp/edu/microsites/idtheft/, 1-877-IDTHEFT (438-4338).

For Maryland residents: You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, www.oag.state.md.us, 1-888-743-0023.

For North Carolina residents: You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, www.ncdoj.gov, 1-877-566-7226.

For New York residents: The Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>.

For Connecticut residents: You may contact the Connecticut Office of the Attorney General, 165 Capitol Avenue, Hartford, CT 06106, 1-860-808-5318, www.ct.gov/ag.

For Massachusetts residents: You may contact the Office of the Massachusetts Attorney General, 1 Ashburton Place, Boston, MA 02108, 1-617-727-8400, www.mass.gov/ago/contact-us.html

Reporting of identity theft and obtaining a police report.

For Iowa residents: You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

For Massachusetts residents: You have the right to obtain a police report if you are a victim of identity theft.

For Oregon residents: You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.

**TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES**

You have been provided with access to the following services from Kroll:

Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.

To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.