

July 20, 2023

Via Email

ldtheft@oag.state.md.us



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Re: *Legal Notice of Information Security Incident*

Dear Sir or Madam:

I am writing on behalf of my client, Flutter International Inc. and its subsidiary TSG Interactive US Services Limited (d/b/a PokerStars) (collectively, "Flutter") to inform you of a cybersecurity incident involving a third-party vendor, Progress Software Corporation ("Progress"). MOVEit Transfer is an application used by Pokerstars Inc. and many other companies for transferring files.

On May 31, 2023, Progress publicly announced that the company had identified a previously unknown vulnerability in its MOVEit Transfer application (the "Incident"). On June 2, when Flutter became aware of the vulnerability, Flutter immediately launched an investigation and engaged external experts to assist. Flutter also notified law enforcement and continues to support their investigation. The investigation determined that some files associated with Pokerstars Inc. may have been accessed and/or copied by an unauthorized third party from May 30 to May 31, 2023, as a result of this vulnerability. Flutter conducted a robust review of the files involved and determined that the data contained personal information belonging to certain customers of Flutter including 196 Maryland residents. The personal information includes name, address, and Social Security number.

Today, July 20, 2023, Flutter, will begin mailing notification letters to the 196 Maryland residents and will be offering 24 months of complimentary credit monitoring and fraud protection services. A copy of the notice letter is attached. Flutter is also providing a telephone number for the individuals to call with any questions regarding the incident.

Following the incident, Flutter no longer utilizes the MOVEit Transfer application.

If you have any questions or need further information regarding this Incident, please do not hesitate to contact me.

Respectfully submitted,

Will Daugherty
Enclosure

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SAMPLE A. SAMPLE - L01

APT ABC



123 ANY ST

ANYTOWN, US 12345-6789



July 20, 2023

Dear Sample A. Sample:

RE: NOTICE OF CYBERSECURITY BREACH

PokerStars takes the privacy and security of personal information seriously. As such, we are writing to inform you of a cybersecurity incident that we recently experienced and which may have impacted some of your personal information. This letter is to inform you of this incident, the steps we are taking in response, and the steps that you may consider to help protect your information.

What Happened?

As you may be aware, on Wednesday, May 31, Progress Software Corporation announced that the company had identified a previously unknown vulnerability in its application known as MOVEit Transfer. This was an application used by PokerStars and many other companies for transferring files.

On June 2, when we became aware of the vulnerability, we immediately launched an investigation and engaged external experts to assist. We also notified law enforcement and continue to support their investigation. The investigation determined that some files associated with PokerStars may have been copied by an unauthorized third party from May 30 to May 31, 2023 as a result of this vulnerability.

Please be aware that this incident only affected the MOVEit Transfer application and all of our services continue to operate as normal.

What Information Was Involved?

We conducted a robust review of the files involved and determined the files involved contained some of your personal information, including your name, address, and Social Security number.

What We Are Doing.

Following the incident, we no longer utilize the MOVEit Transfer application.

Out of an abundance of caution, we are offering a complimentary 24 month membership of Experian's® IdentityWorksSM. Directions for taking advantage of this service, are provided in Attachment A. We have also included recommendations on how you can protect against possible fraud, identity theft or other financial loss in the Additional Steps Section.

What You Can Do.

For more information on Experian's® IdentityWorksSM, including instructions on activating your complimentary 24 month membership, as well as additional information on steps you can take in response to this incident, please see the pages that follow this letter.

For More Information.

We regret any concern this may cause for our customers and are committed to continuing to create a safe place for people to play. Game integrity, security, and trust are core to who we are, and the security of data is of the utmost importance to us. Should you have further questions regarding this incident, please call (833) 919-4753, Monday through Friday between 6 a.m. to 8 p.m. PST, and Saturday, and Sunday between 8 a.m. to 5 p.m. PST, excluding major U.S. holidays.

Sincerely,

PokerStars

ATTACHMENT A

To help protect your identity, we are offering a complimentary 24 month membership of Experian's® IdentityWorksSM. This 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: ABCDEFGHI**

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) 919-4753 by **October 31, 2023**. Be prepared to provide engagement number **B098769** as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 24 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.
- **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 at (833) 919-4753. 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.

ADDITIONAL STEPS YOU CAN TAKE

Free Credit Report. Regardless of whether you choose to take advantage of the complimentary identity monitoring, 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. If you identify any unauthorized charges on your financial account statements, you should immediately report any such charges to your financial institution. 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 <https://www.annualcreditreport.com/index.action> 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 <https://consumer.ftc.gov/>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

Contact information for the three nationwide credit reporting companies is as follows:

<u>Equifax</u>	<u>Experian</u>	<u>TransUnion</u>
Phone: 1-800-685-1111 P.O. Box 740256 Atlanta, Georgia 30348 https://www.equifax.com/	Phone: 1-888-397-3742 P.O. Box 9554 Allen, Texas 75013 https://www.experian.com/	Phone: 1-888-909-8872 P.O. Box 105281 Atlanta, GA 30348-5281 www.transunion.com

Security Freeze. Security freezes, also known as credit freezes, restrict access to your credit file, making it harder for identity thieves to open new accounts in your name. You can freeze and unfreeze your credit file for free. You also can get a free freeze for your children who are under 16. And if you are someone's guardian, conservator or have a valid power of attorney, you can get a free freeze for that person, too.

How will these freezes work? Contact all three of the nationwide credit reporting agencies – Equifax, Experian, and TransUnion. If you request a freeze online or by phone, the agency must place the freeze within one business day. If you request a lift of the freeze, the agency must lift it within one hour. If you make your request by mail, the agency must place or lift the freeze within three business days after it gets your request. You also can lift the freeze temporarily without a fee.

Don't confuse freezes with locks. They work in a similar way, but locks may have monthly fees. If you want a free freeze guaranteed by federal law, then opt for a freeze, not a lock.

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 five 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, display your name and current mailing address, and the date of issue. You may obtain information from the credit reporting agencies and the FTC about security freezes.

For New Mexico residents: You may obtain a security freeze on your credit report to protect your privacy and ensure that credit is not granted in your name without your knowledge. You may submit a declaration of removal to remove information placed in your credit report as a result of being a victim of identity theft. You have a right to place a security freeze on your credit report or submit a declaration of removal pursuant to the Fair Credit Reporting and Identity Security Act. For more information, including information about additional rights, go to www.consumerfinance.gov/learnmore or write to: Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

Fraud Alerts. A fraud alert tells businesses that check your credit that they should check with you before opening a new account. 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. You may obtain additional information from the credit reporting agencies and the FTC about fraud alerts.

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 avoid 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 Connecticut Residents: You may contact and obtain information from your state attorney general at: Connecticut Attorney General's Office, 55 Elm Street, Hartford, CT 06106, 1-860-808-5318, www.ct.gov/ag.

For District of Columbia Residents: You may contact the Office of the Attorney General for the District of Columbia, 441 4th Street NW, Suite 1100 South, Washington, D.C. 20001, www.oag.dc.gov, 202-442-9828.

For Maryland Residents: You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, <https://www.marylandattorneygeneral.gov/>, 1-888-743-0023. LPL Financial LLC is located at 1055 LPL Way, Fort Mill, SC 29715.

For New York Residents: You may contact the 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>.

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 Rhode Island Residents: You may contact the Rhode Island Office of the Attorney General, 150 South Main Street, Providence, RI 02903, <http://www.riag.ri.gov>, 401-274-4400.

For Washington Resident: You may contact the Washington State Office of the Attorney General, 1125 Washington St SE, PO Box 40100, <https://www.atg.wa.gov/>, Olympia, WA 98504 1-800-551-4636 (in Washington only) or 1-206-464-6684.

For West Virginia Residents: You may contact the office of the West Virginia Attorney General, PO Box 1789, Charleston, WV 25326-1789, <https://ago.wv.gov/consumerprotection/pages/identity-theft-prevention.aspx>. 800-368-8808.

Reporting of identity theft and obtaining a police report.

You have the right to obtain any police report filed in the United States 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.

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. You also have a right to file a police report and obtain a copy of it.

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

For Rhode Island Residents: You have the right to file or obtain a police report regarding this incident.