



July 27, 2023

Via Email: IDTheft@oag.state.md.us

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

Re: Notice of Data Security Incident

Dear Attorney General Brown,

T. Rowe Price Retirement Plan Services, Inc. (“**TRP**,” “**we**,” or “**us**”), which provides record keeping services for the T. Rowe Price U.S. Retirement Program (“**Plan**”), is writing to inform your office of a security incident involving personal information related to 167 Maryland residents.

Nature of Event

On or around May 31, 2023, the provider of an electronic file transfer software called MOVEit alerted its customers that a vulnerability in their software had been exploited by an unauthorized third party. TRP’s vendor, Pension Benefit Information, LLC (“**PBI**”), utilizes MOVEit to securely transfer files. TRP uses PBI for various services, including finding updated addresses for retirement plan participants or other individuals to whom payments may be owed.

According to PBI, the breach occurred between May 29, 2023 and May 30, 2023, and was discovered on June 2, 2023.

On June 13, 2023, PBI informed TRP that an unauthorized third party accessed and downloaded data from a PBI MOVEit Transfer server, including a file from TRP relating to the Plan. On July 14, 2023, PBI provided us with a list of Plan participants and others whose information was impacted by the incident.

The information subject to unauthorized access and disclosure includes names, addresses, Social Security numbers, and dates of birth.

Notice to Consumers

Beginning on July 27, 2023, TRP will provide written notice of this incident to affected individuals that includes an offer of credit monitoring and identity theft protection. A template letter is attached as Exhibit A.

Other Steps Taken

Upon learning about the incident, we promptly launched an investigation and worked with PBI to gather additional facts about the impact and scope of the compromise. We will continue to follow-up with PBI to ensure that our future use of their services is appropriate and secure. We also notified the administrators of the Plan and remain in close contact with them about this incident.

Should you have any questions regarding this notification, please contact Karen Nash-Goetz, an attorney in the TRP Legal Department, at karen.nash-goetz@troweprice.com or 410-345-2260.

Sincerely,



Catherine Broderick
Vice President

Catherine.Broderick@troweprice.com

cc: Karen Nash-Goetz, Esquire

Enclosures: Sample Consumer Notification Letter

EXHIBIT A: SAMPLE NOTICE

[T. Rowe Price Retirement Plan Services, Inc. Letterhead]

<<Date>>

<<Name 1>> <<Name 2>>

<<Address 1>>

<<Address 2>>

<<City>>, <<State>> <<Zip>>

Notice of Data Breach

Dear <<Name 1>> <<Name 2>>:

T. Rowe Price Retirement Plan Services, Inc. (“**TRP**” or “**we**”) provides record keeping and management services for the T. Rowe Price U.S. Retirement Program (“**Plan**”). We are writing to inform you of a third-party cybersecurity incident that has impacted your personal information. We are contacting you to explain the circumstances of the incident, the types of information involved, how this incident is being addressed, and additional measures you can take in response.

What Happened? On or around May 31, 2023, the provider of an electronic file transfer software called MOVEit alerted its customers that a vulnerability in their software had been exploited by an unauthorized third party. TRP’s vendor, Pension Benefit Information, LLC (“**PBI**”), utilizes MOVEit to transfer files. TRP uses PBI for various services, including finding updated addresses for retirement plan participants or other individuals associated with participants.

On June 13, 2023, PBI informed TRP that, because of the MOVEit vulnerability, an unauthorized third party accessed and downloaded data from a PBI MOVEit Transfer server, including a file from TRP relating to the Plan. We understand from PBI that they promptly launched an investigation and conducted a review of their records to confirm the identities of individuals affected by this event. On July 14, 2023, PBI provided us with a list of Plan participants and others whose information was impacted by the incident.

What Information Was Involved? The information involved included your name, <<Data Elements>>.

What We Are Doing. We take this incident and the security of information in our care seriously. Upon learning about the incident, we worked with PBI to gather additional facts about the impact of the compromise and scope of impacted individuals. We will continue to follow up with PBI to ensure that our use of their services is appropriate and secure. We also notified the administrators of the Plan and remain in close contact with them about this incident.

What You Can Do. We are offering you access to 24 months of complimentary credit monitoring and identity restoration services through Kroll, a recognized provider of risk mitigation and response services. Please review the section below titled *Details Regarding Kroll’s Monitoring Services* for details about the services and instructions on how to activate them.

We also encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your free credit reports for suspicious activity and to detect errors. Please also review the section below titled *Information About Identity Theft Protection*, which contains information on what you can do to safeguard against possible misuse of your information, such as placing a fraud alert or security freeze on your credit files and how to obtain free credit reports.

We are committed to maintaining the privacy of personal information in our possession and have taken many precautions to safeguard it. We will continue to evaluate and modify our internal controls (including oversight of our vendors like PBI) to enhance the security and privacy of your personal information.

If you have further questions or concerns, please call us at 800-390-3467, Mondays – Fridays, 8:00 am to 5:00 pm, Eastern Time.

Sincerely,

T. Rowe Price Retirement Plan Services, Inc.

DETAILS REGARDING KROLL'S MONITORING SERVICES

We have secured the services of Kroll to provide identity monitoring at no cost to you for two years. Kroll is a recognized provider of risk mitigation and response services, 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.

How to Activate Your Identity Monitoring Services:

1. You must activate your identity monitoring services by <<Date>>. Your Activation Code will not work after this date.
2. Visit Enroll.krollmonitoring.com/redeem to activate your identity monitoring services.
3. Provide Your Activation Code: <<Activation Code>> and Your Verification ID: <<ID>>

Take Advantage of Your Identity Monitoring Services:

You've 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 can help you determine if it's 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 can 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.

INFORMATION ABOUT IDENTITY THEFT PROTECTION

Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order a free credit report, visit

www.annualcreditreport.com or call, toll-free, 1-877-322-8228. Consumers may also directly contact the three major credit reporting bureaus listed below to request a free copy of their credit report.

Fraud Alert

You have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any of the three major agencies listed below. The agency you contact will then contact the other two credit agencies.

Credit Freeze

You have the right to put a security freeze, also known as a “credit freeze,” on your credit file, so that no new credit can be opened in your name without the use of a Personal Identification Number (PIN) that is issued to you when you initiate a freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to access your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. Should you wish to request a credit freeze, please contact all three major consumer reporting agencies listed below. The following information should be included when requesting a credit freeze:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if they are a victim of identity theft.

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
1-888-298-0045	1-888-397-3742	1-800-916-8800
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

If you request a credit freeze online or by phone, then the credit reporting agencies have one (1) business day after receiving your request to place a credit freeze on your credit file report. If you request a lift of the credit freeze online or by phone, then the credit reporting agency must lift the freeze withing one (1) hour. If you request a credit freeze or lift of a credit freeze by mail, then the credit agency must place or lift the credit freeze no later than three (3) business days after receiving your request.

Additional Information

If you believe that you are the victim of identity theft or have reason to believe that your personal information has been misused, you should immediately contact the Federal Trade Commission and/or 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, including the use of fraud alerts and security freezes. You may contact the Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261.

Residents of the District of Columbia, Maryland, New York, North Carolina, and Rhode Island can obtain more information about preventing and avoiding identity theft from their Attorneys General using the contact information below.

For District of Columbia residents, the District of Columbia Attorney General may be contacted at: 400 6th Street, NW, Washington, D.C. 20001; 202-727-3400; and oag.dc.gov.

For Maryland residents, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662 or 1-888-743-0023; and <https://www.marylandattorneygeneral.gov/>.

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

For North Carolina residents, the North Carolina Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and www.ncdoj.gov.

For Rhode Island residents, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; www.riag.ri.gov; and 1-401-274-4400. Under Rhode Island law, individuals have the right to obtain any police report filed in regard to this event. There are approximately <<number (#)>> Rhode Island residents impacted by this event.