



**Baker&Hostetler LLP**

11601 Wilshire Boulevard  
Suite 1400  
Los Angeles, CA 90025-0509

T 310.820.8800  
F 310.820.8859  
www.bakerlaw.com

M. Scott Koller  
direct dial: 310.979.8427  
mskoller@bakerlaw.com

August 3, 2023

**VIA EMAIL (IDTHEFT@OAG.STATE.MD.US)**

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

*Re: Incident Notification*

Dear Attorney General Brown:

We are writing on behalf of our client, Geneva Software, Inc. (“Geneva”), to notify you of a data security incident.

On June 27, 2023, we discovered that an unauthorized third party accessed our network environment. We immediately took steps to secure our systems and initiated an investigation to determine the nature and scope of the incident. Our investigation determined that files containing personal information were accessed by the unauthorized third party. We reviewed the contents of the files involved to determine what information may have been accessible to the unauthorized individual(s). Our review identified files that included the name and one or more of the following: date of birth, Social Security Number, address, and/or financial account information of 132 Maryland residents.

On July 31, 2023, Geneva mailed a notification letter to the Maryland residents via First-Class mail in accordance with Md. Code Ann., Com. Law § 14-3504.<sup>1</sup> A copy of the notification is enclosed. Geneva is offering the Maryland residents two years of credit monitoring, fraud consultation, and identity theft restoration services through IDX. Geneva has also established a dedicated call center for individuals to call with questions about the incident.

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<sup>1</sup> This report does not waive Geneva’s objection that Maryland lacks personal jurisdiction over Geneva related to this matter.

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To help prevent a similar incident in the future, Geneva has and will continue to take steps to enhance the security of computer systems and the data they maintain.

Should you have any questions, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink that reads "M. Scott Koller". The signature is written in a cursive, flowing style.

M. Scott Koller  
Partner

Enclosure



Return Address  
4145 SW Watson Avenue  
Suite 400  
Beaverton, OR 97005

<<Name 1>> <<Name 2>>  
<<Address 1>>  
<<Address 2>>  
<<City>>, <<State>> <<Zip>>

Enrollment Code: <<XXXXXXXX>>

To Enroll, Scan the QR Code Below:



Or Visit:

<https://app.idx.us/account-creation/protect>

July 31, 2023

Dear <<FirstName>> <<LastName>>,

Geneva Software, Inc. is writing to notify you that we experienced a data security incident that may have involved some of your personal information. Geneva is committed to ensuring the privacy and security of the information we maintain. This letter explains the incident, what information was involved, measures we have taken, and some steps you may consider taking.

**What Happened?** On June 27, 2023, we discovered that an unauthorized third party accessed our network environment. We immediately took steps to secure our systems and initiated an investigation to determine the nature and scope of the incident. Our investigation determined that files containing personal information were accessed by the unauthorized third party.

**What Information Was Involved?** We reviewed the contents of the files involved to determine what information may have been accessible to the unauthorized individual(s). Our review identified files that included your name and one or more of the following: date of birth, Social Security Number, address, and/or financial account information.

**What We Are Doing.** We apologize for any concern or inconvenience this incident may cause. We have and will continue to take steps to enhance the security of our computer systems and the data we maintain.

**What You Can Do.** As a precaution, we are offering you credit monitoring and identity protection services through the company IDX at no cost to you. These identity protection services include two years of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. These services are completely free to you, and enrolling in this program will not hurt your credit score. **For more information on the services, including instructions on how to activate your complimentary two-year membership, please visit <https://app.idx.us/account-creation/protect> or call 1-800-939-4170 and use the Enrollment Code provided above. Please note the deadline to enroll is October 31, 2023.** For more information on identity protection and steps you can take in response, please see the additional information provided with this letter.

**For More Information.** Your confidence and trust are important to us. We regret that this occurred and apologize for any inconvenience this incident may have caused. If you have any questions, please call 1-800-939-4170, Monday through Friday, 8:00 a.m. to 8:00 p.m., Central Time, excluding major U.S. holidays.

Sincerely,

*Christopher A. Zika*

Christopher A. Zika  
CEO

## ENROLLMENT INSTRUCTIONS

**1. Website and Enrollment.** Go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter. Please note the deadline to enroll is October 31, 2023.

**2. Activate the credit monitoring** provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

**3. Telephone.** Contact IDX at 1-800-939-4170 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

If you discover any suspicious items and have enrolled in IDX identity protection, notify IDX immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

## ADDITIONAL STEPS YOU CAN TAKE

We remind you 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. 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 [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

- *Equifax*, PO Box 740241, Atlanta, GA 30374, [www.equifax.com](http://www.equifax.com), 1-888-378-4329
- *Experian*, PO Box 2002, Allen, TX 75013, [www.experian.com](http://www.experian.com), 1-888-397-3742
- *TransUnion*, PO Box 1000, Chester, PA 19016, [www.transunion.com](http://www.transunion.com), 1-800-916-8800

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 state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

- *Federal Trade Commission*, Consumer Response Center, 600 Pennsylvania Avenue NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), [www.identitytheft.gov](http://www.identitytheft.gov)

### ***Fraud Alerts and Credit or Security Freezes:***

**Fraud Alerts:** There are two types of general 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 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.

For those in the military who want to protect their credit while deployed, an Active Duty Military Fraud Alert lasts for one year and can be renewed for the length of your deployment. The credit bureaus will also take you off their marketing lists for pre-screened credit card offers for two years, unless you ask them not to.

**Credit or Security Freezes:** You have the right to put a credit freeze, also known as a security freeze, on your credit file, free of charge, which makes it more difficult for identity thieves to open new accounts in your name. That is because most creditors need to see your credit report before they approve a new account. If they cannot see your report, they may not extend the credit.

*How do I place a freeze on my credit reports?* There is no fee to place or lift a security freeze. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For information and instructions to place a security freeze, contact each of the credit reporting agencies at the addresses below:

- **Equifax Security Freeze**, PO Box 105788, Atlanta, GA 30348, [www.equifax.com](http://www.equifax.com)
- **Experian Security Freeze**, PO Box 9554, Allen, TX 75013, [www.experian.com](http://www.experian.com)
- **TransUnion Security Freeze**, PO Box 160, Woodlyn, PA 19094, [www.transunion.com](http://www.transunion.com)

You will need to supply your name, address, date of birth, Social Security number and other personal information. After receiving your freeze request, each credit bureau will provide you with a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

*How do I lift a freeze?* A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it altogether. If the request is made online or by phone, a credit bureau must lift a freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request.

If you opt for a temporary lift because you are applying for credit or a job, and you can find out which credit bureau the business will contact for your file, you can save some time by lifting the freeze only at that particular credit bureau. Otherwise, you need to make the request with all three credit bureaus.

#### **Additional Information for Residents of the Following States**

**Maryland:** You may contact and obtain information from your state attorney general at: *Maryland Attorney General's Office*, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023 / 1-410-576-6300, [www.oag.state.md.us](http://www.oag.state.md.us)

**New York:** You may contact and obtain information from these state agencies: *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>

**North Carolina:** You may contact and obtain information from your state attorney general at: *North Carolina Attorney General's Office*, 9001 Mail Service Centre, Raleigh, NC 27699, 1-919-716-6000 / 1-877-566-7226.