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COUGHLIN^{LLC}
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3 Allied Drive, Suite 303
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August 9, 2023

VIA E-MAIL

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

Re: Notice of Data Event

To Whom It May Concern:

We represent TriBridge Partners, LLC (“TriBridge Partners”), located at 6721 Columbia Gateway Drive, Suite 100, Columbia, MD 21046, and are writing to notify your Office of an event that may affect the security of certain personal information relating to approximately thirty-one (31) Maryland residents. This notice may be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, TriBridge Partners does not waive any rights or defenses regarding the applicability of Maryland law, the applicability of the Maryland data event notification statute, or personal jurisdiction.

Nature of the Data Event

TriBridge Partners provides employers with third-party employee benefits services. On May 23, 2023, TriBridge Partners learned that certain files provided to TriBridge Partners by two employer-clients were potentially accessible to unauthorized parties. TriBridge Partners promptly launched an investigation to determine the nature and scope of the event. The investigation determined that between April 25, 2023 and May 23, 2023, a limited number of files from the two employer-clients were uploaded to the same, secure file-sharing location and were potentially accessible to one another and externally.

TriBridge Partners was not able to confirm whether any such files were actually accessed by anyone other than authorized TriBridge Partners personnel. However, out of an abundance of caution, TriBridge Partners conducted a comprehensive review of the files to identify individuals with personal information that was potentially accessible. TriBridge Partners completed this

review on June 22, 2023 and then moved as quickly as possible to provide notification to the individuals' employers, as required by law. Once the employers authorized TriBridge Partners to do so, TriBridge Partners also moved as quickly as possible to provide direct notice to the potentially impacted individuals.

The information related to Maryland residents that could have been subject to unauthorized access includes name, date of birth, Social Security number, and primary care physician name/code.

Notice to Maryland Residents

On June 27, 2023, TriBridge Partners provided written notice of this event to the employer-clients whose employees' information was potentially impacted by this event. TriBridge Partners also offered to notify employees on behalf of its employer-clients.

Once TriBridge Partners received authorization from the employer-clients, on August 9, 2023, TriBridge Partners provided direct, written notice of this event to the potentially impacted individuals, including approximately thirty-one (31) Maryland residents. Written notice is being provided in substantially the same form as the letter attached here as ***Exhibit A***.

Other Steps Taken and To Be Taken

Upon becoming aware of the event, TriBridge Partners moved quickly to investigate and respond to the event, assess the security of TriBridge Partners systems, identify potentially affected individuals, and attribute potentially impacted individuals to their respective employers. TriBridge Partners also is reviewing its policies and procedures and working to implement additional training to its employees. TriBridge Partners is providing access to credit monitoring services for twelve (12) months, through Experian, to individuals whose personal information was potentially affected by this event, at no cost to these individuals.

Additionally, TriBridge Partners is providing potentially impacted individuals with guidance on how to better protect against identity theft and fraud, including advising individuals to report any suspected incidents of identity theft or fraud to their credit card company and/or bank. TriBridge Partners is providing individuals with information on how to place a fraud alert and security freeze on one's credit file, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud.

TriBridge Partners also is providing written notice of this event to relevant state regulators and state departments of insurance, as required.

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Contact Information

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (267) 930-2303.

Very truly yours,

Lynda Jensen of
MULLEN COUGHLIN LLC

LRJ/aml
Enclosure

EXHIBIT A

TriBRIDGE PARTNERS^{LLC}

Return Mail Processing
PO Box 999
Suwanee, GA 30024

1152 *****SINGLP

SAMPLE A. SAMPLE - Adult

APT ABC



123 ANY ST

ANYTOWN, US 12345-6789



August 9, 2023

NOTICE OF SECURITY INCIDENT

Dear Sample A. Sample:

TriBridge Partners, LLC (“TriBridge Partners”) provides employers with third-party employee benefits services. We are writing to inform you of a recent event that may impact the security of some of your information. Although we have received no indication of any actual or attempted identity theft or fraud as a result of this event, this notice provides information about the event, our response, and resources available to you to help protect your information from possible misuse, should you feel it is necessary to do so.

What Happened. On May 23, 2023, TriBridge Partners learned that certain files provided to TriBridge Partners by two employer-clients were potentially accessible to unauthorized third parties. We promptly launched an investigation to determine the nature and scope of the event. The investigation determined that between April 25, 2023 and May 23, 2023, a limited number of files from the two employer-clients were uploaded to the same, secure file-sharing location and were potentially accessible to one another and externally. Although we have no indication that any such files were actually accessed by anyone other than authorized TriBridge Partners personnel, out of an abundance of caution and because the files were potentially accessible to unauthorized third parties, we conducted a comprehensive review of the files to identify individuals whose personal information resided in the files. We recently completed this review and then moved as quickly as possible to provide notification regarding same.

What Information Was Involved. The investigation determined that your name, address, [Extra1], were potentially accessible.

What We Are Doing. The confidentiality, privacy, and security of information in our care are among our highest priorities. Upon becoming aware of the event, we deleted the files from the at-issue file-sharing location and launched an investigation into the nature and scope of the event. Our investigation was not able to confirm whether any files were actually accessed by someone other than authorized TriBridge Partners personnel. Further, there is no indication of any actual or attempted identity theft or fraud as a result of this event. Nonetheless, we are notifying potentially affected individuals, including you, so that you make take further steps to best protect your information, should you feel it is necessary to do so. We regret any inconvenience or concern this event may cause. As an added precaution, we are offering credit monitoring and identity restoration services through Experian for [Extra2] months, at no cost to you.

What You Can Do. We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and credit reports for suspicious activity and to report any suspicious activity promptly to your bank or financial institution. Additional information and resources are included in the enclosed *Steps You Can Take To Protect Personal Information*. You may also enroll in the complimentary credit monitoring and identity restoration services available to you. Enrollment instructions are attached to this letter.

Securities, investment advisory and financial planning services are offered through qualified registered representatives of MML Investors Services, LLC. Member SIPC.

Supervisory office: 11350 McCormick Rd., Executive Plaza IV, Ste 200, Hunt Valley, MD 21031 - 410.785.7654.

TriBridge Partners, LLC is not an affiliate or subsidiary of MML Investors Services, LLC or its affiliated companies.

Engagement # [Engagement Number]

For More Information. We understand that you may have questions about this event that are not addressed in this letter. If you have additional questions, please call the dedicated assistance line at 1-855-558-2999, Monday through Friday from between 9:00 a.m. and 11:00 p.m. and Saturday and Sunday between 11:00 am and 8:00 pm Eastern Time, excluding major U.S. holidays. Please have this letter ready if you call. Again, we take the privacy and security of information in our care very seriously and sincerely regret any inconvenience or concern this event may cause you.

Sincerely,

Heath Hykes
Chief Executive Officer
TriBridge Partners, LLC

STEPS YOU CAN TAKE TO PROTECT PERSONAL INFORMATION

Enroll in Monitoring Services

To help protect your identity, we are offering a complimentary [Extra2]-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: November 30, 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 1-855-558-2999 by **November 30, 2023**. Be prepared to provide engagement number **[Engagement Number]** as proof of eligibility for the identity restoration services by Experian.

Additional details regarding your [Extra2]-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.¹
- **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 ExtendCARETM:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance²:** 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 1-855-558-2999. 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 [Extra2] 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.

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.

¹ Offline members will be eligible to call for additional reports quarterly after enrolling.

² 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.

Consumers 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 consumers are the victim of identity theft, they are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should consumers wish to place a fraud alert, please contact any of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in a consumer’s name without consent. However, consumers should be aware that using a credit freeze to take control over who gets access to the personal and financial information in their credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application they make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, consumers cannot be charged to place or lift a credit freeze on their credit report. To request a credit freeze, individuals may need to provide some or all of the following information:

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.

Should you wish to place a fraud alert or a credit freeze, please contact the three major credit reporting bureaus listed below:

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

Additional Information

Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps they can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or their state Attorney General. The Federal Trade Commission may be reached at: 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. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. Consumers can obtain further information on how to file such a complaint by way of the contact information listed above. Consumers have the right to file a police report if they ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, consumers will likely need to provide some proof that they have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and the relevant state Attorney General. This notice has not been delayed by law enforcement.

For District of Columbia residents, the District of Columbia Attorney General may be contacted at: 400 6th Street, NW, Washington, D.C. 20001; 1-202-727-3400; 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 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.