

Good afternoon:

Pursuant to Md. Code Ann. Comm. Law 14-3504, I am providing notice of a security incident and a sample notice letter that will be delivered to affected individuals by my client, Marion County Information Services Agency within the City of Indianapolis and Marion County, Indiana ("ISA"), after September 8, 2023 via first class U.S. mail. My client is providing this notice as expediently as possible having confirmed the scope of the incident, the number of individuals impacted, and its obligations under applicable state law.

Incident and Security Vulnerability

On July 27, 2023, ISA first learned of a security vulnerability impacting a vendor registration application that is operated and maintained by the Marion County Information Services Agency ("ISA"). The security incident was limited to a vulnerability where users of the application could potentially access personally identifiable information of other users that provided personal information to ISA as part of vendor registration (the "Incident"). The vulnerability existed from January 27, 2022 until it was disabled on July 27, 2023. At this time, ISA has no reports of, or reason to believe that, any personal information was recorded, exfiltrated, or misused by any unauthorized third party. But because ISA understands that such access was possible during the period of vulnerability, ISA is providing courtesy notice and an offer of identity theft protection out of an abundance of caution so that impacted individuals may safeguard against this vulnerability.

Maryland Individuals Impacted

Upon learning of the Incident and the indication that personally identifiable information may have been accessible, ISA immediately began reviewing files that may have been impacted. ISA confirmed that the personally identifiable information of three (3) Maryland residents may have been impacted. ISA has been working since then to confirm the individuals, addresses of residence, and data risk.

Potentially Compromised Information

As described in the attached sample notice letter, personally identifiable information that could have been potentially accessed or viewed as a result of the Incident may have included:

- First and last name;
- Mailing address;
- Telephone number;
- Tax identification number; and/or
- Social Security number.

Response and Remediation

ISA is continuing its due diligence, including work to continue to improve its practices and systems to mitigate the risk of future vulnerabilities. ISA immediately took protective measures to understand the Incident's scope and to secure its systems and data. ISA performed an internal investigation to understand the nature of the vulnerability, the best means to prevent this Incident from occurring in the future, the personal information that may have been accessible, and the contact information for those whose tax identification number and/or Social Security number may have been accessible. ISA will continue to implement recommendations from its information technology partners to further improve its administrative, technical, and physical safeguards, and mitigate the risk of any future recurrence of this type of vulnerability.

In addition, ISA has offered the 3 Maryland residents impacted by the Incident 12-months of credit monitoring services free of charge through Experian.

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

Sincerely,
Zachary Heck, Esq., CIPP/US/E, CIPM



Zachary S. Heck

Partner

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Claysburg, PA 16625-0589

September 7, 2023

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SAMPLE A SAMPLE - L01



APT ABC

123 ANY STREET

ANYTOWN, FC 1A2 B3C

COUNTRY



Dear Sample A. Sample:

Notification of Security Incident

The City of Indianapolis and Marion County takes the security and protection of your personal information seriously. We are providing you with this letter to make you aware of a security incident that may have resulted in the unauthorized access or viewing of personal information you previously provided when registering yourself or a business as a City or County Vendor.

What Happened

On July 27, 2023, we first learned of a security vulnerability impacting a vendor registration application that is operated and maintained by the Marion County Information Services Agency (“ISA”). The security incident was limited to a vulnerability where users of the application could potentially access personally identifiable information of other users that provided personal information to ISA as part of vendor registration (the “Incident”). The vulnerability existed from January 27, 2022 until it was disabled on July 27, 2023. At this time, we have no reports of, or reason to believe that, any personal information was recorded, exfiltrated, or misused by any unauthorized third party. But because we understand that such access was possible during the period of vulnerability, we are providing this notice and an offer of identity theft protection out of an abundance of caution so that you may safeguard against this vulnerability.

What Information Was Involved

As stated above, we have no reason to believe that any personal information has been misused. In an abundance of caution, we are informing you that the following categories of personal information may have been accessible to users of the vendor registration application: first and last name; mailing address; telephone number; tax identification number, and/or Social Security number.

What We Did and What We Are Doing

Upon learning of the Incident, we immediately took protective measures to understand the Incident’s scope and to secure our systems and data. We performed an internal investigation to understand the nature of the vulnerability, the best means to prevent this Incident from occurring in the future, the personal information that may have been accessible, and the contact information for those whose tax identification number and/or Social Security number may have been accessible.

We will continue to implement recommendations from our information technology partners to further improve our administrative, technical, and physical safeguards and mitigate the risk of any future recurrence of this type of vulnerability.

What You Can Do

We sincerely regret any concern or inconvenience the Incident causes you. Although we have not received reports or indication of such activity, the risks related to unauthorized use of sensitive information, such as Social Security numbers or tax identification numbers, may include identity theft, financial fraud, and tax fraud. We encourage you to remain vigilant in reviewing activity on all accounts in which you keep sensitive information, including your credit files. We will continue to keep you posted on any applicable updates.

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Please also take care when submitting tax returns to protect against possible fraudulent submissions made on your behalf. To assist you in this effort, we have provided complimentary credit monitoring and ID theft prevention services through Experian. You can access those benefits by following the instructions in the attached letter from Experian.

If you have concerns about identity theft, you can contact local law enforcement and file a police report. You can also contact your state's Attorney General, as well as the Federal Trade Commission or one of the credit bureaus for more information about how to protect your identity.

For More Information

You can place an identity theft/fraud alert, get credit freeze information for your state, or order a free credit report by calling any of the following credit reporting agencies at one of the phone numbers listed below or visiting their respective websites.

Equifax - <u>1-888-766-0008</u> P.O. Box 740256 Atlanta, GA 30348 https://www.equifax.com/personal/credit-report-services/	Experian - <u>1-888-397-3742</u> P.O. Box 4500 Allen, TX 75013 https://www.experian.com/help/	Trans Union - <u>1-800-680-7289</u> P.O. Box 2000 Chester, PA 19022 https://www.transunion.com/credit-help
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Credit Reports. You can request credit reports be sent to you free of charge from all three credit bureaus. Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Thieves may hold stolen information to use at different times. Periodically checking your credit reports can help you spot problems and address them quickly.

Fraud Alerts. You can place a fraud alert with the credit bureaus free of charge. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. Contact any one of the three major credit bureaus for more information. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts. The initial fraud alert stays on your credit report for one year. You can renew it after one year.

Security Freeze. Under state law, a security freeze (or a credit freeze) prohibits a credit bureau from releasing any information from a consumer's credit report without written authorization. There is no fee associated with freezing or thawing your credit. The process of freezing your credit takes only a few minutes. You must contact each credit bureau individually to freeze your credit with each bureau. To place a security freeze, you may need to provide the following information:

1. Your full name;
2. Social Security number;
3. Date of birth;
4. Mobile number;
5. Current postal address;
6. Email address; and
7. Any other information that the credit bureau may require.

The credit bureaus have one business day after your request to place a security freeze if made by telephone or secure electronic means. If the request is made by mail, the credit bureaus have three business days. The credit bureaus must also send written confirmation to you within five business days.

To lift the security freeze, in order to allow a specific entity or individual access to your credit report, you must apply online, call, or send a written request to the credit bureaus by mail. When you contact a credit bureau to lift the security freeze, you will need to include proper identification (name, address, and Social Security number) and the PIN number or password that was provided to you (if provided) when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. If you request a credit thaw online or by phone, the credit bureaus are required by law to complete the request within one hour. If you request the thaw by regular mail, the credit bureaus have three business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

The Federal Trade Commission (FTC) provides more information about how to protect your identity at either <https://www.ftc.gov/> or <https://www.identitytheft.gov/>. You may also find additional information on any applicable rights under the Fair Credit Reporting Act. You can contact the FTC using the information below.

Federal Trade Commission - 1-202-326-2222
Bureau of Consumer Protection
600 Pennsylvania Avenue, NW
Washington, DC 20580

<u>For Maryland Residents:</u> You may also contact the Maryland Attorney General's Office for more information about how to protect your identity by using the information below: Attorney General Anthony G. Brown 200 St. Paul Place Baltimore, MD 21202 Phone: 410-528-8662 Website: https://www.marylandattorneygeneral.gov/	<u>For New York Residents:</u> You may also contact the New York Attorney General's Office for more information about how to protect your identity by using the information below: Attorney General Letitia James Toll Free Phone Number: (800) 771-7755 Website: https://ag.ny.gov/
<u>For North Carolina Residents:</u> You may also contact the North Carolina Attorney General's Office for more information about how to protect your identity by using the information below: Attorney General Josh Stein 9001 Mail Service Center Raleigh, NC 27699-9001 Toll Free in NC: 1-877-566-7226 Outside NC: 919-716-6000 Website: https://ncdoj.gov/	<u>For Rhode Island Residents:</u> You may also contact the Rhode Island Attorney General's Office for more information about how to protect your identity by using the information below: Attorney General Peter Neronha RI Office of the Attorney General 150 South Main Street Providence, RI 02903 Toll Free Phone Number: (401) 274-4400 Website: http://www.riag.ri.gov/

Again, we sincerely regret that this Incident has occurred. If you have any questions, please contact us at:

Contact: Collin Hill
Email: Webmaster@indy.gov
Telephone: 888-397-0085. Be prepared to provide your engagement number ENGAGE#
Address: 200 E Washington St #1922, Indianapolis, IN 46204

Sincerely,



Collin Hill
Chief Information Officer of Indianapolis & Marion County
Director of Information Services Agency



Experian – Credit Monitoring Information

To help protect your identity, we are offering a complimentary ##-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 888-397-0085 by November 30, 2023. Be prepared to provide engagement number ENGAGE# as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR ##-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 **888-397-0085**. 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 three 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.