

9/7/23

Attorney General Anthony G. Brown
Office of the Attorney General
Identity Theft Unit
200 St. Paul Place
Baltimore, MD 21202

RE: Notification of Data Security Incident

Dear Attorney General Brown:

Chestnut Hill Realty Corp. (“CHR”) is writing to notify you of a data security incident.

Number of Maryland Residents Involved

A total of one (1) Maryland resident was impacted and will be notified about this incident. A sample copy of the notification to be provided to the impacted Maryland resident is attached below. The notice will be sent to the most recent address for such individual.

Nature of the Security Incident

Upon identifying suspicious account behavior on July 20, 2023, we launched an investigation with the help of third-party specialists. The investigation determined that we experienced a cyberattack between July 14, 2023 and July 20, 2023. The investigation also identified the presence of tools that could be used for data exfiltration. The investigation determined on July 27, 2023 that information related to certain individuals was contained in files that were accessed in connection with this incident.

Steps Taken to Address the Incident

CHR values the privacy of individuals, and deeply regrets that this incident occurred. CHR is conducting a review of this incident and is in the process of reviewing its policies and procedures with the goal of preventing recurrence of such an incident. In addition, arrangements have been made with NortonLifeLock to provide individuals impacted by this incident with complimentary credit monitoring services for at least 18 months.

Contact Information

If you have any questions or concerns regarding this incident, please contact us at pwashko@chestnuthillrealty.com or 617-323-2100.

Sincerely,



Phil Washko
Director Information Technology / CISO

Attachment: Sample Letter to the Maryland Resident



Phil Washko
Director Of Information Technology
781-467-8910
www.CHR-Apartments.com

2023 BEST PLACES TO WORK IN MULTIFAMILY

[INSERT CHR LETTERHEAD]

NOTICE OF DATA BREACH

[DATE]

[INDIVIDUAL NAME]

[STREET ADDRESS]

[CITY, STATE & POSTAL CODE]

Dear [INDIVIDUAL NAME],

Chestnut Hill Realty Corp. (“CHR”) is writing to notify you of a breach of security that may impact your personal information.

What Happened?

Upon identifying suspicious account behavior on July 20, 2023, CHR launched an investigation with the help of third-party specialists. The investigation determined that we experienced a cyberattack between July 14, 2023 and July 20, 2023. The investigation also identified the presence of tools that could be used for data exfiltration (the unauthorized transfer of data). The investigation determined on July 27, 2023 that information related to certain current and former CHR employees and other affected individuals was contained in files that were accessed in connection with this incident. Accordingly, we are notifying individuals whose information was contained within the impacted files.

What Information Was Involved?

We maintain information about current and former employees, family members, and other individuals in connection with their business relationship with CHR. The information contained within the impacted files may have included your first and last name and one or more of the following: Social Security Number, driver’s license number, date of birth, and financial account information, including routing and bank account number.

What We Are Doing.

CHR values your privacy and deeply regrets that this incident occurred. CHR is conducting a review of this incident, and will notify you if there are any significant developments. CHR is in the process of reviewing its policies and procedures with the goal of preventing recurrence of such an incident.

While we are unaware of any identity theft or fraud as a result of this incident, and as an additional precaution, CHR is offering you access to 18 months of complimentary cyber safety and identity monitoring through NortonLifeLock.

Activate Your Monitoring Services.

To help relieve concerns and restore confidence following this event, we have secured the services of NortonLifeLock at no cost to you for 18 months. NortonLifeLock is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained unintentional exposure of confidential data.

[INSERT CHR LETTERHEAD]

Please be advised that NortonLifeLock credit monitoring services will not commence until the first day of the calendar month following the date on which you enroll.

To take advantage of this offer, you must enroll by November 30, 2023.

Enrollment requires an internet connection and an e-mail account. Please note that when signing up for credit monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

Visit <http://CHRFormer.excelsiorenroll.com> to enroll and follow the instructions attached to this notice.

What You Can Do.

Given the nature of the information that was potentially exposed, we strongly recommend that you monitor your accounts. Further, we strongly recommend that you contact the three credit bureaus and place a fraud alert on your accounts. Their contact information is:

Equifax	Experian	TransUnion
P.O. Box 740256	P.O. Box 4500	P.O. Box 2000
Atlanta, GA 30374	Allen, TX 75013	Chester, PA 19022
1-888-766-0008	1-888-397-3742	1-800-680-7289

You are also entitled to a free credit report every year from each of these agencies at:

(1) www.annualcreditreport.com: or

(2) By completing an Annual Credit Report Request Form at:

<https://www.consumer.ftc.gov/sites/www.consumer.ftc.gov/files/articles/pdf/pdf-0093-annual-report-request-form.pdf> and mailing it to Annual Credit Report Request Service, P.O. Box 1025281, Atlanta, GA 30348-5283

For More Information.

Protecting your information is incredibly important to us, as is addressing this incident with the information and assistance you may need. If you should have any further questions, please contact us by phone at [REDACTED], or via email at HR@chestnuthillrealty.com.

Sincerely,

[REDACTED]
[Name]
[Title]

[INSERT CHR LETTERHEAD]

Attachments: NortonLifeLock Enrollment Instructions
Information About Identity Theft Protection

[INSERT CHR LETTERHEAD]

NortonLifeLock Enrollment Instructions

Information About Identity Theft Protection

We recommend that you remain vigilant with respect to reviewing your account statements and monitoring credit reports (including free credit reports), and promptly report any suspicious activity or suspected identity theft to us and to the proper law enforcement authorities, including local law enforcement, your state's attorney general and/or the Federal Trade Commission ("FTC"). You may contact the FTC or your state's regulatory authority to obtain additional information about avoiding identity theft.

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

For residents of Maryland: The Maryland Attorney General may be contacted at:
Maryland Attorney General's Office, 200 St. Paul Place, 16th Floor, Baltimore,
MD 21202; 1-888-743-0023; <https://www.marylandattorneygeneral.gov/>

For residents of New York: You may obtain more information about preventing and avoiding identity theft from either the:

Office of the New York State Attorney General, The Capitol, Albany, NY
12224-0341; 1-800-771-7755; <https://ag.ny.gov>; or
New York Department of State Division of Consumer Protection, One
Commerce Plaza, 99 Washington Ave, Albany, NY 12231-0001; 518-474-8583;
<https://dos.nysits.acsitefactory.com/consumer-protection>

For residents of North Carolina: You may also obtain information about preventing and avoiding identity theft from the North Carolina Attorney General's Office:

North Carolina Attorney General's Office, 9001 Mail Service Center
Raleigh, NC 27699-9001; 1-919-716-6000; <https://ncdoj.gov/>

For residents of Oregon: You may also obtain information about preventing and avoiding identity theft from the Oregon Attorney General's Office:

Oregon Attorney General's Office, Oregon Department of Justice, 1162 Court
St. NE Salem, OR 97301-4096; 1-877-877-9392; <https://www.doj.state.or.us/>

Fraud Alerts: There are also two types of fraud alerts that 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 at least 90 days. 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. You can place a fraud alert on your credit report by calling the toll-free fraud number of any of the three national credit reporting agencies listed below.

Equifax: 1-888-766-0008, www.equifax.com
Experian: 1-888-397-3742, www.experian.com
TransUnion: 1-800-680-7289, www.transunion.com

Credit Freezes: You may have the right to put a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number 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 get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. In addition, you may incur fees to place, lift and/or remove a credit freeze. Credit freeze laws vary from state to state. The cost of placing, temporarily lifting, and removing a credit freeze also varies by state, generally \$5 to \$20 per action at each credit reporting company. Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company. Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies as specified below to find out more information:

Equifax: P.O. Box 105788, Atlanta, GA 30348, www.equifax.com
Experian: P.O. Box 9554, Allen, TX 75013, www.experian.com
TransUnion: P.O. Box 2000, Chester, PA, 19022-2000, www.transunion.com

You can obtain more information about fraud alerts and credit freezes by contacting the FTC or one of the national credit reporting agencies listed above.