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September 19, 2023

Pasha Sternberg
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VIA E-MAIL (IDTHEFT@OAG.STATE.MD.US)

Office of the Attorney General
Attn: Jeff Karberg, Administrator of the Identity Theft Program
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202

Re: Notification of a Data Security Incident

Dear Mr. Karberg:

I am writing on behalf of Grant Thornton LLP (“GT”) 171 N. Clark Street, Suite 200, Chicago, IL 60601, in connection with a recent incident that may have involved the personal information of one hundred thirty-four (134) Maryland residents. GT is reporting this incident pursuant to Md. Code. Com. Law §§14–3501 – 14-3508.

This notice will be supplemented, if necessary, with any new significant facts discovered subsequent to its submission. While GT is notifying you of this incident, GT does not waive any rights or defenses relating to the incident or this notice, or the applicability of Maryland law on personal jurisdiction.

BACKGROUND OF THE INCIDENT

GT identified suspicious activity involving one (1) GT email account. Upon discovering the situation, GT promptly secured the email account and began an internal investigation. GT also engaged a forensic security firm to investigate and confirm the security of its email and computer systems. This investigation determined that an unauthorized party accessed the email account at various times between April 19, 2023 and May 2, 2023.

As part of its services for its clients, GT occasionally receives personal information about individuals associated with those clients. Following a forensic investigation, GT undertook a comprehensive review of the account’s contents. On August 2, 2023, through this review, GT determined that the account contained personal information pertaining to certain individuals associated with the following client: St. John University; St. George University and its University Support Services, Medforth, and the Children's Aid Society.



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GT is not aware of any identity theft to any individual as a result of this incident, and cannot confirm if any personal information was actually viewed by the unauthorized party. Nevertheless, because the email account at issue contained personal information and GT cannot rule out the possibility that the personal information may have been accessed, GT is notifying Maryland residents whose personal information was contained in the account. The information varies based on individuals, but may include name, date of birth and social security number.

NOTICE OF THE INCIDENT

GT is notifying Maryland residents whose personal information was contained in the email account involved in the incident. This notification is being made via a letter mailed by USPS First Class Mail on or before September 19, 2023. The notification letter describes the incident and the information involved, provides information on ways the individual can protect themselves against potential fraud and identity theft, and for individuals whose Social Security number was potential involved, includes an offer of complimentary credit monitoring and identity theft protection services. GT has also arranged for a toll-free, dedicated call line to assist the notified individual with any questions they may have regarding the incident. Enclosed is a sample of the notice letter.

OTHER STEPS TAKEN RELATING TO THE INCIDENT

Upon learning of the incident, GT promptly secured the email account and began an internal investigation. As mentioned, GT is notifying the residents of Maryland whose personal information was contained in the email account involved in the incident and is offering complimentary credit monitoring and identity theft protection services. GT is also reviewing its information security policies and evaluating additional training and controls it can implement to reduce the risk of a similar incident occurring in the future.

CONTACT INFORMATION

Please do not hesitate to contact me if you have any questions or if I can provide you with any further information concerning this matter.

Very truly yours,

A handwritten signature in black ink, appearing to read 'Pasha Sternberg'.

Pasha Sternberg

Enclosure

GRANT THORNTON LLP

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CHICAGO, IL
60601-3370
D 312 856 0200
F 312 602 8099
S linkd.in/grantthorntonus
twitter.com/grantthorntonus

<<Insert Date>>

<<FirstName>><<MiddleName>><<LastName>><<Suffix>>

<<Address1>>

<<Address2>>

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

NOTICE OF A DATA INCIDENT

Dear <<FirstName>><<MiddleName>><<LastName>><<Suffix>>:

Grant Thornton LLP ("Grant Thornton" or "we") performs certain professional services for <<Company Name>> and in the course of this work we acquired some of your personal information. Grant Thornton respects the confidentiality of the information entrusted to us and the privacy of individuals whose personal information we maintain but unfortunately, we are writing to advise you of an incident that may have involved some of your personal information. **At this time, we have no reason to believe that your personal information has been misused for the purpose of committing fraud or identity theft.** Nonetheless, because your information was involved in the incident, we are notifying you of the incident and including information about steps you can take to protect yourself against identity theft and fraud, should you feel it is appropriate to do so.

What Happened. On or about May 1, 2023, we learned that an unauthorized third party potentially gained access to the email account one of our employees. Upon discovering the incident, we promptly began an internal investigation and engaged a leading computer forensics firm to conduct a further investigation. As a result of that investigation, we confirmed that between April 19, 2023-May 1, 2023, the unauthorized party had the ability to access emails and attachments stored within that email account.

What Information Was Involved. A review of the information in those files determined that they contained your name, together with your <<variable text>>.

What We Are Doing. In addition to conducting an investigation into how the incident occurred, we are taking steps to reduce the risk of this type of incident occurring in the future, including implementing additional technical controls. Additionally, although we have no evidence of information being used for the purposes of fraud or identity theft, we are offering you a complimentary one-year membership to Kroll's Identity Monitoring Services. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. Kroll's Identity Monitoring Services are completely free to you and enrolling in this program will not hurt your credit score. **For more information on identity theft prevention and Kroll's Identity Monitoring Services, including instructions on how to activate your complimentary one-year membership, please see the additional information provided in this letter.**

"Grant Thornton" refers to Grant Thornton LLP, the U.S. member firm of Grant Thornton International Ltd (GTIL), and/or refers to the brand under which the GTIL member firms provide audit, tax and advisory services to their clients, as the context requires. GTIL and each of its member firms are separate legal entities and are not a worldwide partnership. GTIL does not provide services to clients. Services are delivered by the member firms in their respective countries. GTIL and its member firms are not agents of, and do not obligate, one another and are not liable for one another's acts or omissions. In the United States, visit GT.COM for details.

What You Can Do. We encourage you to take advantage of the complimentary credit monitoring included in this letter. You can also find more information on steps to protect yourself against possible identity theft or fraud in the enclosed *Additional Important Information* page.

We understand that you may have questions that this letter does not answer. If you have questions, please call [insert phone number] between [] and [] EST.

We sincerely regret any inconvenience or concern this incident may cause you.

Respectfully,

Grant Thornton LLP

Credit Monitoring Enrollment Information

To help relieve concerns and restore confidence following this incident, we have secured the services of Kroll to provide identity monitoring at no cost to you for one year. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, Web Watcher, Public Persona, Quick Cash Scan, \$1 Million Identity Fraud Loss Reimbursement, Fraud Consultation, and Identity Theft Restoration.

Visit **<<IDMonitoringURL>>** to activate and take advantage of your identity monitoring services.

*You have until **<<Date>>** to activate your identity monitoring services.*

Membership Number: **<<Member ID>>**

For more information about Kroll and your Identity Monitoring services, you can visit info.krollmonitoring.com.

KROLL

TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have 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 will be able to help you determine if it is an indicator of identity theft.

Web Watcher

Web Watcher monitors internet sites where criminals may buy, sell, and trade personal identity information. An alert will be generated if evidence of your personal identity information is found.

Public Persona

Public Persona monitors and notifies when names, aliases, and addresses become associated with your Social Security number. If information is found, you will receive an alert.

Quick Cash Scan

Quick Cash Scan monitors short-term and cash-advance loan sources. You will receive an alert when a loan is reported, and you can call a Kroll fraud specialist for more information.

\$1 Million Identity Fraud Loss Reimbursement

Reimburses you for out-of-pocket expenses totaling up to \$1 million in covered legal costs and expenses for any one stolen identity event. All coverage is subject to the conditions and exclusions in the policy.

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 will be able to 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.

Additional Important Information

As a precautionary measure, we recommend that you remain vigilant to protect against potential fraud and/or identity theft by, among other things, reviewing your account statements and monitoring credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities, including the police and your state's attorney general, as well as the Federal Trade Commission ("FTC").

You may wish to review the tips provided by the FTC on fraud alerts, security/credit freezes and steps you can take to avoid identity theft. For more information and to contact the FTC, please visit www.ftc.gov/idtheft or call 1-877-ID-THEFT (1-877-438-4338). You may also contact the FTC at Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

Credit Reports: You may obtain a free copy of your credit report once every 12 months from each of the three national credit reporting agencies by visiting www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print a copy of the request form at <https://www.annualcreditreport.com/manualRequestForm.action>.

Alternatively, you may elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries is as follows:

Equifax	Experian	TransUnion
1-866-349-5191	1-888-397-3742	1-800-888-4213
www.equifax.com	www.experian.com	www.transunion.com
P.O. Box 740241	P.O. Box 2002	P.O. Box 2000
Atlanta, GA 30374	Allen, TX 75013	Chester, PA 19016

Fraud Alerts: You may want to consider placing a fraud alert on your credit report. A fraud alert is free and will stay on your credit report for one (1) year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any new accounts in your name. To place a fraud alert on your credit report, contact any of the three national credit reporting agencies using the contact information listed above. Additional information is available at www.annualcreditreport.com.

Credit and Security Freezes: You may have the right to place 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 the freeze. A credit freeze can be placed without any charge and 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. 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 Security Freeze	Experian Security Freeze	TransUnion Security Freeze
1-888-298-0045	1-888-397-3742	1-888-909-8872
www.equifax.com	www.experian.com	www.transunion.com
P.O. Box 105788	P.O. Box 9554	P.O. Box 160
Atlanta, GA 30348	Allen, TX 75013	Woodlyn, PA 19094

Individuals interacting with credit reporting agencies have rights under the Fair Credit Reporting Act. We encourage you to review your rights under the Fair Credit Reporting Act by visiting https://files.consumerfinance.gov/f/documents/bcfrp_consumer-rights-summary_2018-09.pdf, or by requesting information in writing from the Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

This notification was not delayed by law enforcement.

Iowa Residents: Iowa residents can contact the Office of the Attorney general to obtain information about steps to take to avoid identity theft from the Iowa Attorney General's office at: Office of the Attorney General of Iowa, Hoover State Office Building, 1305 E. Walnut Street, Des Moines IA 50319, 515-281-5164.

Maryland Residents: Maryland residents can contact the Office of the Attorney General to obtain information about steps you can take to avoid identity theft from the Maryland Attorney General's office at: Office of the Attorney General, 200 St. Paul Place, Baltimore, MD 21202, (888) 743-0023, <http://www.marylandattorneygeneral.gov/>.

New Mexico: Individuals have rights under the Fair Credit Reporting Act. We encourage you to review your rights under the Fair Credit Reporting Act by visiting https://files.consumerfinance.gov/f/documents/bcfrp_consumer-rights-summary_2018-09.pdf, or by requesting information in writing from the Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

New York State Residents: New York residents can obtain information about preventing identity theft from the New York Attorney General's Office at: Office of the Attorney General for the State of New York, Bureau of Consumer Frauds & Protection, The

Capitol, Albany, New York 12224-0341; <https://ag.ny.gov/consumer-frauds/identity-theft>; (800) 771-7755.

North Carolina Residents: North Carolina residents can obtain information about preventing identity theft from the North Carolina Attorney General's Office at: North Carolina Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001; 877-5-NO-SCAM (Toll-free within North Carolina); 919-716-6000; www.ncdoj.gov.

Oregon Residents: You are advised to report any suspected identity theft to law enforcement, including the Federal Trade Commission and the Oregon Attorney General. For more information on security locks, you can visit the Oregon Department of Consumer and Business Services website at dfr.oregon.gov/financial/protect/Pages/stolen-identity.aspx and click "Place a credit freeze."

Vermont Residents: If you do not have internet access but would like to learn more about how to place a security freeze on your credit report, contact the Vermont Attorney General's Office at 802-656-3183 (800-649-2424 toll free in Vermont only).