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October 6, 2023

Michael J. Waters  
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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 Data Security Incident***

Dear Madam/Sir:

We represent LifeNet Health, 1864 Concert Drive, Virginia Beach, Virginia 23453 in connection with an incident that may have involved the personal information of certain Maryland residents. LifeNet Health is reporting the incident pursuant to MD. CODE ANN., COM. LAW § 14-3504(h). This notice will be supplemented, if necessary, with any new significant facts discovered subsequent to this submission. While LifeNet Health is notifying you of this incident, LifeNet Health does not waive any rights or defenses relating to the incident, this notice, or the applicability of Maryland law on personal jurisdiction.

**NATURE OF THE INCIDENT**

MOVEit is a popular file transfer service used by LifeNet as well as government agencies, corporations, financial institutions, and other organizations around the world. At the end of May, 2023, unauthorized third parties began exploiting a previously unknown vulnerability in MOVEit that allowed the third parties to gain access to files on MOVEit systems. On May 31, 2023, LifeNet Health learned that the third parties had exploited the MOVEit system. Upon learning of the incident, LifeNet Health promptly took steps to secure its systems and began an investigation. The investigation determined that the third parties gained access to certain LifeNet documents for a short period of time on May 31, 2023. LifeNet Health engaged an eDiscovery vendor to review the documents for personal information. On June 29, 2023, after a review of the documents, LifeNet Health determined that the documents contained individuals' personal information. LifeNet Health then worked to identify individuals' addresses to coordinate notification. The information includes the names, dates of birth, Social Security numbers, and/or medical treatment/diagnosis information of eleven (11) Maryland residents. LifeNet Health is not aware of any fraud or identity theft to these individuals as a result of this incident.



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### **NOTICE TO THE RESIDENTS**

LifeNet Health notified the potentially involved eleven (11) Maryland residents by letter on October 6, 2023. Enclosed is a copy of the notice sent to these individuals via first-class United States mail.

### **STEPS TAKEN RELATING TO THE INCIDENT**

Upon learning of the incident, LifeNet Health promptly took steps to secure its systems and began an investigation. LifeNet Health also engaged an eDiscovery vendor to review the documents for personal information and notified individuals whose information was contained in the documents. The notification letter includes information on ways the individuals can protect themselves against potential fraud and identity theft, as well as a telephone number they can call if they have any questions regarding the incident.

### **CONTACT INFORMATION**

Please 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 'Michael J. Waters'.

Michael J. Waters

Enclosure



Secure Processing Center  
P.O. Box 3826  
Suwanee, GA 30024

<<Mail ID>>

Administrator/Executor of the Estate of

<<Name 1>>

<<Address 1>>

<<Address 2>>

<<Address 3>>

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

<<Country>>

<<Date>>

Dear Administrator/Executor of the Estate of <<Name 1>>

RE: NOTICE OF DATA BREACH

LifeNet Health is a tissue bank and a Federally Designated Organ Procurement Organization. Our connection to you is that your family member made the selfless act of organ and/or tissue donation to help those in need of those gifts. For that we hope you and your family are as proud as we are and thankful for these great acts of kindness.

LifeNet Health values and respects the privacy of personal information, which is why we are writing to advise you of a recent incident that involved some of <<Name 1>>'s personal information. Attachment A to this letter explains the incident, the steps we have taken in response, and provides information on steps you may take to help protect <<Name 1>>'s information, should you feel it is appropriate to do so.

LifeNet Health values the gifts of <<Name 1>> and supporting our mission of Saving Lives, Restoring Health and Giving Hope. Should you be in need of further assistance, please do not hesitate to contact LifeNet Health.

Sincerely,

LifeNet Health

## **ATTACHEMENT A**

**What Happened?** MOVEit® is a popular file transfer service used by LifeNet Health as well as government agencies, corporations, financial institutions, and other organizations around the world. At the end of May, 2023, unauthorized third parties began exploiting a previously unknown vulnerability in MOVEit® that allowed the third parties to gain access to files on MOVEit® systems. On May 31, 2023, we learned that the third parties had exploited the MOVEit® system. Upon learning of the incident, we promptly took steps to secure our systems and began an investigation. Our investigation determined that the third parties gained access to certain LifeNet Health documents for a short period of time on May 31, 2023.

**What Information Was Involved?** We reviewed the documents acquired by the third party to determine if they contained any personal information. On June 29, 2023, we determined that the documents contained personal information that included <<Name 1>>, together with their <<Consolidated Breached Elements>>.

**What We Are Doing.** As discussed above, upon learning of the issue, we promptly took steps to secure our systems and began an investigation. We are also notifying you of the incident so that you can be aware and take steps to protect <<Name 1>>, if you feel it is appropriate to do so.

**What You Can Do.** There are steps you can take to request a copy of <<Name 1>>'s credit report. An executor or surviving spouse can place a request to any of the three national credit reporting agencies for copy of a <<Name 1>>'s credit report along with making one of the following notations:

- “Deceased – Do not issue credit”; or
- “If an application is made for credit, please notify the following person(s): (e.g., list a surviving relative, executor/trustee of the estate, and/or local law enforcement agency – notifying the relationship).”

Contact information for the credit reporting agencies is as follows:

Equifax  
1-800-349-9960  
www.equifax.com  
P.O. Box 105788  
Atlanta, GA 30348

Experian  
1-888-397-3742  
www.experian.com  
P.O. Box 9554  
Allen, TX 75013

TransUnion  
1-888-909-8872  
www.transunion.com  
P.O. Box 160  
Woodlyn, PA 19094

**Other Important Information.** For more information regarding identity theft and <<Name 1>>, please visit [https://www.idtheftcenter.org/help\\_center/how-to-report-identity-theft-of-a-deceased-person/](https://www.idtheftcenter.org/help_center/how-to-report-identity-theft-of-a-deceased-person/). You may wish to review the tips provided by the Federal Trade Commission on how to avoid identity theft. For more information and to contact the FTC, please visit [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) or call 1-877-ID-THEFT (877-438-4338). You may also contact the FTC at: Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580. This notification was not delayed by law enforcement.

**For More Information.** We value the trust you place in us, take our responsibility to safeguard personal information seriously, and apologize for any inconvenience or concern this incident might cause. For further information and assistance, please call 844-717-3594 from 9 a.m. to 9 p.m. Eastern, Monday through Friday, excluding major US holidays.