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October 13, 2023

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

Anthony G. Brown
Attorney General
Office of the Attorney General
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202

Re: Incident Notification

Dear Attorney General Brown:

We are writing on behalf of our client, Ricoh USA, Inc. ("Ricoh"), to notify you of a security incident involving Maryland residents.

On May 31, 2023, Progress Software Corporation, which developed and supports the MOVEIt managed file transfer platform, notified all customers across the globe, including Ricoh, of a zero-day vulnerability that an unauthorized party leveraged to access and acquire data without authorization. Upon learning of the incident, Ricoh took immediate measures to secure its MOVEIt instance. Ricoh also conducted an investigation and determined that there was unauthorized access to and acquisition of Ricoh files in its MOVEIt instance. Ricoh determined that the files involved in the incident contained personal information related to Maryland residents. The information varied depending on the individual, but it may have included name, date of birth, Social Security number, and/or medical information. The number of Maryland residents involved was six.

Today, October 13, 2023, Ricoh is mailing notification letters on behalf of its customers via United States Postal Service First-Class mail to the involved Maryland residents in accordance with Md. Code Ann., Com. Law § 14-3504. A copy of the notification letter template is enclosed. Ricoh has established a dedicated, toll-free call center that individuals can call to obtain more information regarding the incident.

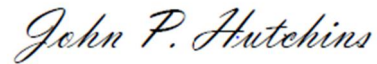
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To help prevent something like this from happening again, Ricoh has implemented additional safeguards and technical security measures to further protect and monitor the MOVEIt environment.

Please do not hesitate to contact me if you have any questions regarding this matter.

Sincerely,

A handwritten signature in cursive script that reads "John P. Hutchins".

John P. Hutchins
Partner