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November 2, 2023

VIA E-MAIL

Office of the Attorney General
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202
E-mail: idtheft@oag.state.md.us

Re: Notice of Data Event

To Whom It May Concern:

We represent Gallagher Bassett Services, Inc. (“Gallagher Bassett”) located at 2850 Golf Road, Rolling Meadows, IL 60008 and are writing to notify your office of an incident that may affect the security of certain personal information relating to one Maryland resident. This notice will be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, Gallagher Bassett does not waive any rights or defenses regarding the applicability of Maryland law, the applicability of the Maryland data event notification statute, or personal jurisdiction.

Nature of the Data Event

On or about September 15, 2023, Gallagher Bassett learned that Echo, a sub-vendor of Gallagher Bassett’s vendor, Jopari, experienced an incident where an unknown actor was able to exploit a weakness in the code of a provider self-service website. Echo provides payment fulfillment services to providers, claimants, and vendors. On October 4, 2023, Gallagher Bassett confirmed the scope of information that could have been subject to unauthorized access included certain explanation of provider payment documents containing claimant name, address, workers compensation claim number, partial Social Security number, and medical codes. There was no impact to the payments made. Gallagher Bassett is not the owner of the impacted data and after confirming the correct data owners, notified the impacted data owners of this incident via mail and or email on October 17, 2023.

Notice to Maryland Residents

On or about November 2, 2023, Echo, on behalf of Gallagher Bassett and the affected data owner Zurich American Insurance Company, provided written notice of this incident to one Maryland resident. Written notice is being provided in substantially the same form as the letter attached here as *Exhibit A*.

Other Steps Taken and To Be Taken

Upon discovering the event, Echo moved quickly to investigate and respond to the incident, assess the security of Echo systems, and identify potentially affected individuals. Echo is providing access to credit monitoring services for twenty-four (24) months through Experian, to individuals whose personal information was potentially affected by this incident, at no cost to these individuals.

Additionally, Echo is providing impacted individuals with guidance on how to better protect against identity theft and fraud. Echo is providing individuals with information on how to place a fraud alert and security freeze on one's credit file, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud.

Gallagher Bassett is providing written notice of this incident to relevant state regulators, as necessary.

Contact Information

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (267) 930-4842.

Very truly yours,



Vincent F. Regan of
MULLEN COUGHLIN LLC

VFR/kzm

Enclosure