



November 15, 2023

**Via Email: [idtheft@oag.state.md.us](mailto:idtheft@oag.state.md.us)**

Norton Rose Fulbright US LLP  
1301 Avenue of the Americas  
New York, New York 10019-6022  
United States of America

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

Direct line +1 212 318 3382  
[david.kessler@nortonrosefulbright.com](mailto:david.kessler@nortonrosefulbright.com)

Tel +1 212 318 3000  
Fax +1 212 318 3400

**Re: Legal Notice of Information Security Incident**

Dear Sir or Madam:

I am writing on behalf of my client, GlaxoSmithKline LLC and its subsidiaries ("GSK"), to inform you of a third-party security incident impacting one of GSK's vendors that involves the personal information of two (2) Maryland residents. This breach impacts a GSK vendor - SIRVA - GSK's systems were not impacted by this incident. Nonetheless, we wanted to provide prompt notice to your office as two Maryland residents will receive notice from GSK.

On October 23, 2023, one of GSK's vendors, SIRVA notified GSK that a ransomware incident impacted SIRVA's systems (the "Incident"). SIRVA provides relocation services for GSK employees. SIRVA's investigation is ongoing; however, SIRVA represented to GSK that on or around September 28, 2023, an unauthorized actor accessed its server and exfiltrated data (the "Exfiltrated Data") and posted it on the dark web. SIRVA also represented that upon discovering the Incident, it took steps to secure its systems, notified law enforcement, and engaged a third party cybersecurity firm to investigate the impact of the vulnerability. SIRVA's investigation revealed that some of the Exfiltrated Data was associated with its customers. On November 2, 2023, SIRVA represented that some of the Exfiltrated Data was associated with GSK.

Rather than wait on SIRVA's investigation, which is ongoing, GSK conducted a preliminary scan of the exposed data. Toward that end, GSK engaged a third-party vendor, Flashpoint to conduct an initial review of the Exfiltrated Data. That review identified names and passport numbers of current and former GSK employees who provided information to SIRVA during relocation.

Today, GSK will begin mailing notification letters to the two (2) affected Maryland residents by US mail. A copy of those notifications are attached. GSK is also providing 24 months of complimentary credit monitoring services to all affected individuals as well as a toll-free hotline number for them to call with any questions regarding the incident.

In the meantime, GSK awaits further details from SIRVA regarding its investigation. This includes additional details about the Incident as well as additional details on any impact to GSK data.

If you have any additional questions, please do not hesitate to contact me.

Respectfully submitted,

A handwritten signature in blue ink that reads "David Kessler".

David Kessler

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GSK plc  
980 Great West Road  
Brentford  
Middlesex  
TW8 9GS

T +44 (0)20 8047 5000

15 November 2023

**Re: Notice of Data Breach**

Dear [REDACTED]

GlaxoSmithKline LLC ("GSK") is providing you formal notice of the cybersecurity incident that we discussed on the phone with you on 10 November 2023 that affected our vendor, SIRVA Worldwide, Inc ("SIRVA"). We wanted to make you aware of what happened, the measures we have taken in response, and provide details on proactive steps you may consider taking to help protect your information.

***What Happened?***

On October 23, 2023, GSK was notified by SIRVA that it had been impacted by a ransomware incident. SIRVA provides relocation services to GSK's new and existing employees. Upon becoming aware of this incident, the vendor undertook an investigation that found that an unauthorized third party stole certain files that contained personal information related to the vendor's clients, including GSK. We want to assure you that GSK's systems were not affected by this incident.

The unauthorized third party has posted the information on the dark web and GSK is investigating the exposed data. As we discussed on the phone, GSK has learned that certain of your information was exposed.

***What Information Was Involved?***

At this time, GSK has identified files that contain information related to your relocation as a GSK employee. The information identified were copies of the photo pages from your passport and your spouse's passport.

***What We Are Doing.***

GSK is continuing to work with SIRVA and is receiving updates related to its investigation. GSK has confirmed the vendor has remediated the incident and no additional GSK information is at risk at the SIRVA.

***What You Can Do.***

We encourage you to remain vigilant by reviewing account statements and monitoring free credit reports. As an additional precaution, we are offering you and your spouse a complimentary 24-month membership of Experian IdentityWorksSM. The product helps detect possible misuse of your personal information and provides you with identity protection support focused on immediate identification and resolution of identity theft. The Experian IdentityWorksSM membership is completely free to you and enrolling in this program will not affect your credit score. **For more information including how to activate your complimentary 24-month Experian membership, please view the pages which follow this letter.**

Also, recognising that you have recently moved from Belgium, we wanted to remind you of the Individual Credit Register overseen by the National Bank of Belgium. Credit monitoring companies are not permitted in Belgium, but this service can help to protect you should any individual attempt to apply for credit on your behalf: [About the ICR | nbb.be](#)

We would also advise that, for further peace of mind, you and your spouse consider applying for replacement passports. GSK will cover the cost of the replacements. We have also arranged with EY that their Immigration team will be available to support and facilitate your passport applications. Any out-of-pocket costs relating to the applications should be expensed through Concur in the normal way. **In order to access EY's services, in the first instance please contact Caroline Dhir, a UK-based partner, who will set up the initial call with the relevant experts. Her email address is [cdhir@uk.ey.com](mailto:cdhir@uk.ey.com)**

***For More Information***

The security of your personal information is important to us, and we sincerely regret that this incident occurred. If you have any questions regarding this service, or if you have questions or need additional information, please do not hesitate to contact me.

Sincerely,

A handwritten signature in blue ink that reads "Allen Powley". The signature is written in a cursive style with a horizontal line underneath the name.

Allen Powley  
SVP Reward

## **ADDITIONAL INFORMATION GUIDE**

### **Experian IdentityWorks<sup>SM</sup>**

To help protect your identity, we are offering a complimentary 24-month membership of Experian's IdentityWorks<sup>SM</sup>. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by:** 29 February 2024 (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code:** [REDACTED]

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team via their toll-free number (877) 890-9332 before the enrollment deadline. Be prepared to provide engagement number B097734 as proof of eligibility for the identity restoration services by Experian.

### **Additional details regarding your Experian IdentityWorks membership:**

A credit card is **not** required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enrol in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.\*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration agents are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE<sup>TM</sup>:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance<sup>\*\*</sup>:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at (877) 890-9332.

If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for 24-months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

### Free Credit Reports

We remind you to be vigilant for incidents of fraud or identity theft by reviewing your account statements and in addition to the Experian service (details of which will be shared with you shortly), free credit reports can also help you to identify any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies listed below.

| Equifax                                                                                                     | Experian                                                                                                  | TransUnion                                                                                                             |
|-------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| Phone: 800-685-1111<br>P.O. Box 740256<br>Atlanta, GA 30348<br><a href="http://equifax.com">equifax.com</a> | Phone: 888-397-3742<br>P.O. Box 9554<br>Allen, TX 75013<br><a href="http://experian.com">experian.com</a> | Phone: 888-909-8872<br>P.O. Box 105281<br>Atlanta, GA 30348-5281<br><a href="http://transunion.com">transunion.com</a> |

To order your annual free credit report, please visit [annualcreditreport.com](http://annualcreditreport.com) or call toll free at 877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's (FTC) website at [consumer.ftc.gov](http://consumer.ftc.gov)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

### For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents:

You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

### Security Freeze

An additional layer of security you may choose to explore is a security freezes, also known as a credit freeze. This will restrict access to your credit file, making it harder for identity thieves to open new accounts in your name. You can freeze and unfreeze your credit file for free and you can also get a free freeze for your children who are under 16 and also if you are someone's guardian, conservator or have a valid power of attorney.

How these freezes work, Contact all three of the nationwide credit reporting agencies Equifax, Experian, and TransUnion. If you request a freeze online or by phone, the agency must place the freeze within one business day. If you request a lift of the freeze, the agency must lift it within one hour. If you make your request by mail, the agency must place or lift the freeze within three business days after it gets your request. You also can lift the freeze temporarily without a fee.

Don't confuse freezes with locks. They work in a similar way, but locks may have monthly fees. If you want a free freeze guaranteed by federal law, then opt for a freeze, not a lock.

The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible and display your name, current mailing address and date of issue.

### Fraud Alerts

A fraud alert tells businesses that check your credit that they should check with you before opening a new account. As of Sept. 18, 2018, when you place a fraud alert, it will last one year, instead of 90 days. Fraud alerts will still be free and identity theft victims can still get an extended fraud alert for seven years.

**For Maryland Residents**

You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, [www.oag.state.md.us](http://www.oag.state.md.us), 888-743-0023

**Obtaining a police report**

You have the right to obtain any police report filed in the United States in regard to this incident. If you are the victim of fraud or identity theft, you also have the right to file a police report.