

BRENDA R. SHARTON

Brenda.sharton@dechert.com
+1 617-728-7113 Direct

November 19, 2023

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

To Whom It May Concern:

We write on behalf of Precisely Software Incorporated (“Precisely”) to notify you that Precisely experienced an intrusion on certain of its systems by an unauthorized third party on or about August 13, 2023, through August 16, 2023. Precisely took immediate action to review this incident and secure its systems. Precisely retained leading third-party experts to conduct a review of the incident to determine the nature and scope of the unauthorized access. In addition, Precisely notified appropriate law enforcement and implemented additional security measures.

After conducting a review of this incident, Precisely determined that certain data files were accessible to and exfiltrated by the unauthorized third party. Precisely subsequently performed an assessment of these data files and determined, on Nov. 9, 2023, that some of the files contained certain personal information at the time that the unauthorized third party had access to them. Based on an analysis of the data to determine the affected individuals, Precisely determined that the incident potentially affected 59 Maryland residents. The personal information at issue for Maryland residents may include name; Social Security Number, driver’s license number, passport number, and/or other government identification number; medical information; and/or and health insurance information.

Precisely is taking action to provide assistance to potentially affected individuals, even though it currently has no evidence of any misuse of or fraudulent activity relating to anyone’s personal information as a result of this incident. Precisely is notifying affected individuals by mail and will provide 24 months of identity theft monitoring services from Kroll. Precisely has also provided information about steps that individuals can take to protect themselves, such as regularly monitoring financial statements and credit reports. A template copy of the notification letter Precisely is sending to the affected resident(s) is attached to this notice as Appendix A.

Thank you for your attention to this matter.

Sincerely,

Brenda Sharton

Brenda R. Sharton

APPENDIX A



<<Date>> (Format: Month Day, Year)

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country>>

Notice of Data Breach

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

We write to notify you of a recent incident that occurred that could affect some of your personal information. Please review this letter carefully.

What Happened

Precisely Software Incorporated ("Precisely") recently identified an intrusion on certain of its systems by an unauthorized third party. We took immediate action to review this incident and secure our systems. Our review determined that certain data files were accessible to the unauthorized third party. We subsequently performed an assessment of these data files and determined, on November 9, 2023, that some of the accessible files contained certain personal information. Our review indicates that the unauthorized access may have begun on August 13, 2023, and was terminated on August 16, 2023.

What Information Was Involved

From the review, and as current or former personnel of Precisely or one of its current or former subsidiaries or affiliates, we have determined that the personal information affected may include your name; address; date of birth; Social Security number; driver's license number, passport number, and/or other government identification number; account number; medical information; and/or health insurance information. While we do not know whether the third party actually viewed your information, we are sending you this notice as a precaution and to encourage you to take steps to monitor your personal information. *At this time, we are not aware of any misuse of or fraudulent activity relating to anyone's personal information as a result of this incident.*

What We Are Doing

After becoming aware of the incident, Precisely undertook a review, working with third-party cybersecurity experts and law enforcement, to determine the nature and scope of the unauthorized access and ensure it was contained. After the review, we implemented additional security measures to help further protect against this type of incident going forward.

As an added precaution we are offering complimentary access to Kroll's Identity Monitoring Services for 24 months, at no cost to you.

Visit <https://enroll.krollmonitoring.com> to activate and take advantage of your identity monitoring services.

You have until <<b2b_text_6(activation deadline)>> to activate your identity monitoring services.

Membership Number: <<Membership Number s_n>>

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

Additional information describing your services is included with this letter.

What You Can Do

As always, we recommend that you remain vigilant for incidents of fraud and identity theft, including by regularly viewing your account statements and monitoring your free credit reports. For more information on how you can help protect yourself, please review the enclosed "Additional Resources."

For More Information

If you have questions, please call (866) 846-0823, Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time, excluding major U.S. holidays.

We regret any concern or inconvenience caused by this incident.

Sincerely,

Craig P. Zajac
General Counsel

precisely

1700 District Ave, #300
Burlington, MA 01803
United States

Additional Resources

Monitor Your Accounts

We recommend that you regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below.

- **Equifax®** – P.O. Box 740241, Atlanta, GA 30374-0241 – 1-800-685-1111 – www.equifax.com/personal/credit-report-services
- **Experian** – P.O. Box 9701, Allen, TX 75013-9701 – 1-888-397-3742 – www.experian.com
- **TransUnion** – P.O. Box 1000, Chester, PA 19016-1000 – 1-800-888-4213 – www.transunion.com

When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you did not initiate or do not recognize. Look for information, such as home address and Social Security number that is not accurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

Credit Freeze

You have the right to put a security freeze, also known as a credit freeze, on your credit file, so that no new credit can be opened in your name without the use of a Personal Identification Number (PIN) that is issued to you when you initiate a freeze. A credit freeze 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 access your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. Should you wish to place a credit freeze, please contact all three major consumer reporting agencies listed below.

- **Equifax®** – P.O. Box 105788, Atlanta, GA 30348-5788 – 1-800-685-1111 – www.equifax.com/personal/credit-report-services
- **Experian** – P.O. Box 9554, Allen, TX 75013-9554 – 1-888-397-3742 – www.experian.com/freeze/center.html
- **TransUnion** – P.O. Box 2000, Chester, PA 19016-2000 – 1-800-909-8872 – www.transunion.com/credit-freeze

You must separately place a credit freeze on your credit file at each credit reporting agency. The following information should be included when requesting a credit freeze: full name, with middle initial and any suffixes; Social Security number; month, day, and year of birth; current address and previous addresses for the past five (5) years; proof of current address, such as a current utility bill or telephone bill; and other personal information as required by the applicable credit reporting agency.

If you request a credit freeze online or by phone, then the credit reporting agencies have one (1) business day after receiving your request to place a credit freeze on your credit file report. If you request a lift of the credit freeze online or by phone, then the credit reporting agency must lift the freeze within one (1) hour. If you request a credit freeze or lift of a credit freeze by mail, then the credit agency must place or lift the credit freeze no later than three (3) business days after getting your request.

Fraud Alerts

You also have the right to place an initial or extended fraud alert on your file at no cost. An initial fraud alert lasts 1-year and is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting 7 years. Should you wish to place a fraud alert, please contact any one of the agencies listed below. The agency you contact will then contact the other two credit agencies.

- **Equifax®** – P.O. Box 105788, Atlanta, GA 30348-5788 – 1-888-766-0008 – www.equifax.com/personal/credit-report-services
- **Experian** – P.O. Box 9554, Allen, TX 75013-9554 – 1-888-397-3742 – www.experian.com/fraud/center.html
- **TransUnion** – P.O. Box 2000, Chester, PA 19016-2000 – 1-800-909-8872 – www.transunion.com/fraud-victim-resource/place-fraud-alert

Additional Information

You can further educate yourself regarding identity theft and the steps you can take to protect yourself, by contacting your state Attorney General or the Federal Trade Commission. Instances of known or suspected identity theft should be reported to law enforcement, your Attorney General, and the FTC.

- **The Federal Trade Commission** – 600 Pennsylvania Avenue, NW, Washington, DC 20580 – 1-877-438-4338 – TTY 1-866-653-4261 – www.ftc.gov/idtheft

District of Columbia Residents: You can obtain information from the Office of the Attorney General for the District of Columbia about steps you can take to avoid identity theft: 400 6th Street NW, Washington, D.C. 20001 – 1-202-727-3400 – oag.dc.gov.

Maryland Residents: You can obtain information from the Maryland Attorney General about steps you can take to avoid identity theft: 200 St. Paul Place, 25th Floor, Baltimore, MD 21202 – 1-888-743-0023 – marylandattorneygeneral.com.

Massachusetts Residents: Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. You also have the right to file a police report and obtain a copy of it if you are the victim of identity theft. Under Massachusetts law, you may also place, lift, or remove a security freeze on your credit reports, free of charge. You must place your request for a freeze with each of the three major consumer reporting agencies as detailed above.

New York Residents: You can obtain additional information regarding security breach response and identity theft prevention and protection from the New York Department of State Division of Consumer Protection. (1-800-697-1220; <https://dos.nysits.acsifactory.com/consumer-protection>) and the New York State Attorney General (1-800-771-7755; <http://www.ag.ny.gov/home.html>).

North Carolina Residents: You can obtain additional information about preventing identity theft from the North Carolina Attorney General: North Carolina Attorney General's Office - Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001 - 877-566-7226 (Toll-free within North Carolina) - 919-716-6000 - www.ncdoj.gov.

New Mexico Residents: You have certain rights under the Fair Credit Reporting Act ("FCRA"), including: to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as others. For more information about the FCRA, and your rights pursuant to the FCRA, please visit http://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf.

Rhode Island Residents: You have the right to obtain any police report filed in regard to this incident. You also have the right to file a police report and obtain a copy of it if you are the victim of identity theft. You can obtain additional information from the Rhode Island Office of the Attorney General, Consumer Protection Division, 150 South Main Street, Providence, RI, 02903 - (401) 274-4400 - www.riag.ri.gov.



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.

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.