



Bell Flavors & Fragrances, Inc.

500 Academy Drive
Northbrook, Illinois 60062

Toll Free: 800-323-4387

Phone: 847-291-8300

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December 6, 2023

Via E-Mail

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

To Whom It May Concern:

I write on behalf of Bell Flavors & Fragrances, Inc. ("Bell" or the "Company") to provide notice of a security incident potentially affecting 6 Maryland residents.

On July 30, 2023, the Company discovered that a third party gained unauthorized access to certain Bell IT systems. The Company's IT Team, with the assistance of a leading cybersecurity consulting firm, immediately took steps to secure the network and ensure the Company's on-going operations. The IT Team, with the assistance of the cybersecurity consultants, also immediately commenced an investigation into the incident. Ultimately, the investigation determined that the unauthorized third party had extracted certain files from the Company's information systems.

On November 6, 2023, the Company, through a specialized review company retained to assist the Company with its response to this incident, completed its review of nearly 150,000 potentially impacted files. Based on the results of that review, the Company determined that some of these impacted files contained the personal information of Maryland residents. The specific personal information potentially impacted varied by individual, but these categories included Maryland residents' name, Social Security number, health insurance identification number (member ID), and for one Maryland resident, limited information about then-existing medical condition and treatment received.

Please note that we have received no information indicating that the personal information of the Maryland residents has actually been misused. The Company notified its employees by email of this incident on August 4, 2023, as a voluntary, proactive measure. The Company then provided a follow-up notification via email on August 10, 2023, in which it offered two years of identity protection services to employees at no cost to them. Promptly after making the determination that the impacted files contained the personal information of Maryland residents, and in compliance with Md. Code Com. Law § 14-3504, the Company notified all potentially impacted Maryland residents, on December 6, 2023. A template copy of the notification sent to Maryland residents is attached to this letter.

We have also contacted the Federal Bureau of Investigation regarding this incident, and we provided all requested information.

If you have any questions concerning this matter, please do not hesitate to contact our counsel Mr. Philip Gordon at 303-362-2858 or PGordon@Littler.com.

Very truly yours,

A handwritten signature in black ink, appearing to read "Ron Stark", followed by a long horizontal line.

Ron Stark
CEO

Bell Flavors & Fragrances, Inc.



Return mail will be processed by: IBC
PO Box 847 • Holbrook, NY 11741

[NAME]
[STREET ADDRESS]
[CITY], [STATE] [ZIP CODE]

December 6, 2023

Dear [Name]:

Bell Flavors & Fragrances ("Bell" or the "Company") values its employees, both current and former, and is committed to protecting their personal information. We recently learned that Bell was the victim of an incident impacting certain files of the Company's information systems. Bell has been working on an on-going basis to complete a comprehensive investigation of this information security incident. We are writing to inform you about this incident and to share with you the steps Bell is taking to address it.

On July 30, 2023, we discovered that a third party gained unauthorized access to certain Bell IT systems. The Company's IT Team, with the assistance of a leading cybersecurity consulting firm, immediately took steps to secure our network and ensure the Company's on-going operations. The IT Team, with the assistance of the cybersecurity consultants, also immediately commenced an investigation into the incident. Ultimately, the investigation determined that the unauthorized third party had extracted certain files from the Company's information systems. The Company then retained a specialized review firm to conduct a detailed review of the files to determine precisely what information was involved and to whom that information relates.

We are notifying you because the impacted files contained the following types of information about you, including your name and [Categories of data]. After careful analysis, we are confident that none of your other personal information, such as your [Non-impacted categories of data], was exposed.

Please note that we have no evidence that your personal information has actually been misused. Nonetheless, out of an abundance of caution, Bell has contracted with NortonLifeLock to provide you with two years of identity protection services at no cost to you. Membership in NortonLifeLock's "LifeLock Defender™ Preferred" product provides credit monitoring, fraud detection tools, identity restoration services and other benefits. Instructions on how to activate your NortonLifeLock membership are enclosed with this letter. The deadline to activate your membership is January 31, 2024. If you have questions about enrollment in LifeLock Defender Preferred, please call NortonLifeLock directly at 800-899-0180.

In addition to the offer of identity protection services, we have also included with this letter additional information on steps you can take to protect the security of your personal information. We urge you to review this information carefully.

Please be assured that Bell takes seriously both the security of your personal information and this incident. The Company has already taken steps to prevent a recurrence of this type of incident. We have implemented measures to reinforce the security of our network and will continue to identify and implement necessary security measures to further enhance our systems. In addition to these steps, we have reported this incident to the FBI, and we provided all requested information.

The Company regrets this incident and any inconvenience it may have caused you. Should you have any questions or concerns regarding this incident, our call center is available to assist you at **[Number]** between 8 AM and 6 PM (CST), Monday through Friday.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ron Stark', followed by a long horizontal line.

Ron Stark
CEO, Bell Flavors & Fragrances

NortonLifeLock Defender™ Preferred Activation Instructions

To activate your membership in Norton LifeLock Defender™ Preferred, complete the following steps:

1. In your web browser, go directly to www.Norton.com/defender-pr
2. Below the three protection plan boxes, you may enter the Promo Code: **[CODE]** and then click the “APPLY” button.
3. Click the Orange “START MEMBERSHIP” button.
4. A Popup will appear to enter your Member ID **[NUMBER]** and click “APPLY”
5. Once enrollment is completed, you will receive a confirmation email
(*be sure to follow ALL directions in this email*).

If you prefer to activate your membership by phone or have any difficulty activating your membership, please call: 800-899-0180. You can also call this toll-free phone number if you have questions about LifeLock Defender™ Preferred. The enrollment deadline for LifeLock Defender™ Preferred is **January 31, 2024**.

Membership in LifeLock Defender™ Preferred includes:

- Primary Identity Alert System
- 24/7 Live Member Support
- Dark Web Monitoring
- Norton™ Security Deluxe (90 Day Free Subscription)
- Stolen Funds Reimbursement up to \$25,000
- Personal Expense Compensation up to \$25,000
- Coverage for Lawyers and Experts up to \$1 million
- U.S-based Identity Restoration Team
- Annual Three-Bureau Credit Reports & Credit Scores
The credit scores provided are VantageScore 3.0 credit scores based on Equifax, Experian and TransUnion respectively. Third parties use many different types of credit scores and are likely to use a different type of credit score to assess your creditworthiness.
- Three-Bureau Credit Monitoring
- USPS Address Change Verification Notifications
- Fictitious Identity Monitoring
- Credit, Checking and Savings Account Activity Alerts

Steps To Protect The Security Of Your Personal Information

By taking the following steps, you can help reduce the risk that your personal information may be misused.

1. Enroll in LifeLock Defender™ Preferred. You must personally enroll in this service for it to be effective. Instructions on how to activate your NortonLifeLock membership, as well as the benefits included within your membership, are enclosed with this letter. Please note that the deadline to activate your membership in LifeLock Defender™ Preferred is January 31, 2024. If you have questions about enrollment, or the identity theft protection benefits offered, please contact NortonLifeLock at 800-899-0180.

2. Review your credit reports. Until December 31, 2023, you are entitled to a free copy of your credit report from each of the three nationwide credit bureaus once a week. After that date, under federal law, you will be entitled to one free copy of your credit report from each of the three national credit bureaus every 12 months. You can also receive free credit reports by placing a fraud alert (see information below). To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. Errors in information on your credit report may indicate possible identity theft. You should notify each of the credit bureaus of any inaccuracies in your credit report, whether due to error or fraud, as soon as possible so the information can be investigated and, if found to be in error, corrected.

3. Review your account statements. Although we have no information indicating that your credit or debit card number was impacted by this incident, you should review account statements that you receive from credit card companies and banks, utilities and other service providers.

4. Remain vigilant and respond to suspicious activity. If you enroll in NortonLifeLock and receive an e-mail or mail alert from them, contact NortonLifeLock at 800-899-0180. If you notice suspicious activity on an account statement, report it to your credit card company or service provider and consider closing the account. You also should consider reporting such activity to the Company, your local police department, your state's attorney general, and the Federal Trade Commission.

5. Consider placing a fraud alert with one of the three national credit bureaus. You can place an initial fraud alert by contacting one of the three nationwide credit bureaus listed above. A fraud alert can make it more difficult for someone to get credit in your name because it tells creditors to follow certain procedures to protect you. It also may delay your ability to obtain credit. You may place a fraud alert in your file by calling just one of the three nationwide credit bureaus. As soon as that bureau processes your fraud alert, it will notify the other two, which then also must place fraud alerts in your file.

An initial fraud alert stays in your file for at least one year. To place this alert, a credit bureau will require you to provide appropriate proof of your identity, which may include your Social Security number. If you are the victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting 7 years. The contact information for the three nationwide credit bureaus is as follows:

Equifax

P.O. Box 105069
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Experian

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

TransUnion

P.O. Box 160
Woodlyn, PA 19094
1-800-680-7289
www.transunion.com

6. You have the right to place a “security freeze” on your credit report. A security freeze will prohibit a consumer reporting agency from releasing information in your credit file without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prevent the timely approval of any subsequent request or application you make regarding a new loan, mortgage, or any other account involving the extension of credit.

There is no charge to place a security freeze. To place a security freeze on your credit file, contact the three nationwide credit bureaus. You will need to provide appropriate proof of your identity to the credit bureau, which will include your name, address, date of birth, Social Security number, and other personal information. After receiving your freeze request, each credit bureau will provide you with a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

7. Additional Information. You may obtain information about fraud alerts and security freezes and additional information about steps you can take to avoid identity theft from the FTC as follows: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580; <http://www.ftc.gov/idtheft/>; (877) IDTHEFT (438-4338).

If you live in Maryland, please read the additional notice below that applies to you:

You can obtain information from your state’s Attorney General Office about steps you can take to prevent identity theft.

Office of the Attorney General
200 St. Paul Place
Baltimore, MD 21202
1-888-743-0023
www.marylandattorneygeneral.gov

If you live in New York, please read the additional notice below that applies to you:

You can obtain information from the New York Attorney General’s Office about steps you can take to prevent identity theft.

Office of the Attorney General
The Capitol
Albany, NY 12224-0341
1-800-771-7755
www.ag.ny.gov/

If you live in North Carolina, please read the additional notice below that applies to you:

You can obtain information from your state’s Attorney General Office about steps you can take to prevent identity theft.

North Carolina Office of the Attorney General
Consumer Protection Division
9001 Mail Service Center
Raleigh, NC 27699-9001
1-877-566-7226 (within North Carolina)
1-919-716-6000 (outside of North Carolina)
www.ncdoj.gov