



Attn: Digital Mailroom EBC
PO Box 661039
Dallas, TX 75266

December 14, 2022

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

Re: Allstate Insurance Company - Incident Notification

Dear Sir or Madam:

We, at Allstate Insurance Company (“Allstate”), are writing to notify your office of a recent incident. The incident may affect the security of certain personal information relating to 13 Maryland residents.

From October 14-18, 2023, a number of documents faxed by Allstate were inadvertently sent to incorrect recipients due to a technical error. Upon learning of the incident, Allstate immediately began an investigation and remediated the error. Allstate then began a review of the affected faxes.

On December 7, 2023, Allstate Privacy discovered that 13 individuals residing in Maryland would require notification. In addition to full name, the data affected these for these individuals includes driver’s license numbers and limited medical information. Not all data elements were affected for each individual.

Allstate is working to provide notification to the affected residents. Written notification will be sent via USPS on December 14, 2023 in the form of the attached letter. The notifications will include guidance on how to better protect against identity theft and information on how to place a fraud alert and a credit freeze on their credit files. The notification letters will also include the contact details for the Maryland Attorney General and 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 to report attempted or actual identity theft and fraud. Importantly, Allstate is providing access to credit monitoring services for 12 months through Allstate Identity Protection, to individuals whose driver’s license number was affected, at no cost to these individuals.

Should you have any questions regarding this notification, please reach out to me at amanda.martin@allstate.com.

Sincerely

Amanda Martin
Senior Counsel
Allstate Insurance Company



December 14, 2023

«First_Name» «Last_Name_»
«ADDRESS»
«CITY» «STATE» «ZIP»

NOTICE OF DATA BREACH

Dear «First_Name»:

We are contacting you regarding a recent incident involving your personal information.

What Happened?

From October 14-18, 2023, a number of documents faxed by [COMPANY] ("Allstate") were inadvertently sent to incorrect recipients due to a technical error.

What We Are Doing.

Upon learning of the incident, Allstate began an investigation and remediated the error. Allstate then began a review of the affected faxes. After the investigation, we discovered on December 7, 2023 that one or more of the erroneously faxed documents contained your personal information. We have no evidence that any of your information has been misused. Nevertheless, we want to make you aware of the incident.

What Information Was Involved?

On December 7, 2023, we determined that one or more of the erroneously faxed documents included «VARIABLE_DATA_»

What You Can Do.

While we have no evidence to believe that your personal information is at risk of misuse, out of an abundance of caution, we are offering you **Allstate Identity Protection – Essentials plan coverage.** *

This includes:

- Credit monitoring rapid fraud alerts, and credit freeze assistance,
- Advanced digital identity and dark web monitoring
- Allstate Digital FootprintSM
- Full-service identity theft remediation support
- Up to \$1,000,000 of expense coverage that covers out-of-pocket costs related to fraud**

These services are provided by Allstate Identity Protection and will be available to you at no charge for 12 months, and begin as soon as you complete the registration.

To safeguard your privacy and security, you will be asked to verify your identity before monitoring can be activated.

To register your account and activate your services:

* These services require an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection and in order to confirm your identity. Some key features require additional activation. Allstate Identity Protection is offered and serviced by InfoArmor, Inc., a subsidiary of The Allstate Corporation.

**Identity theft insurance covering expense and stolen funds reimbursement is underwritten by American Bankers Insurance Company of Florida, an Assurant company. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

1. Type the following URL into your browser: **AIP LINK**
2. Click the "Sign Up" button and follow the instructions to create your account.
3. Enter your information and the following Access Code to complete your registration:
ACCESS CODE
4. Next, click the "Use Now" link on the Monitoring Services tile to verify your identity and activate your monitoring services.

Important – you must register your account and activate your monitoring services within 90 days from the date of this letter, otherwise your ability to access the services will expire.

We also recommend that you remain vigilant and review your account statements and credit reports to ensure there is no unauthorized or unexplained activity.

If you have further questions, please contact Allstate Identity Protection Customer Care specialist 855-799-2647. They will be able to take your calls anytime you need help.

Additional Resources

We want you to know about additional resources to help protect against identity theft or the unauthorized use of personal information. Below are the toll-free numbers, addresses and websites for the major consumer reporting agencies.

Equifax	Experian	TransUnion
P.O. Box 740241 Atlanta, GA 30374-0241 www.equifax.com/ For general information or to request a credit report, call (800) 685-1111.	P.O. Box 2002 Allen, TX 75013 www.experian.com/ For general information, to request a credit report, or to place a fraud alert, call (888) 397-3742.	P.O. Box 1000 Chester, PA 19022 www.transunion.com/ For general information or to request a credit report, call (800) 888-4213.
To place a fraud alert, call (800) 525-6285 or go to the Equifax Fraud Alert website.	You may also place a fraud alert through the Experian Fraud Center website.	To place a fraud alert, call (800) 680-7289, or visit the Trans Union Fraud Alert website.
To place a security freeze, send a written request by regular, certified, or overnight mail to:	To place a security freeze, send a written request by regular, certified, or overnight mail to:	To place a security freeze, send a written request by regular, certified, or overnight mail to:
Equifax Security Freeze P.O. Box 105788 Atlanta, GA 30348	Experian Security Freeze P.O. Box 9554 Allen, TX 75013	Trans Union Security Freeze Fraud Victim Assistance Dept. P.O. Box 160 Woodlyn, PA 19094

You can also contact the Federal Trade Commission (FTC) at (877) ID THEFT / (877) 438-4338, or review the FTC's identity theft website, www.ftc.gov/bcp/edu/microsites/idtheft/ or write to the FTC at:

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, D.C. 20580

For More Information.

If you have additional concerns and would like to speak with us, please contact Allstate's Privacy Consumer Response Center (PCRC) at 1-877-233-6693. The PCRC is available Monday through Friday from 8:30 AM to 5:00 PM EST.

We sincerely regret any inconvenience this incident may cause. Please know that we respect your privacy and work hard to protect your personal information.

Sincerely,

Allstate Privacy

ADDITIONAL DISCLOSURES

For Maryland Residents: You can obtain information from the Maryland Office of the Attorney General about steps you can take to avoid identity theft. You can contact the Maryland Attorney General at: www.marylandattorneygeneral.gov, (888) 743-0023 (toll-free in Maryland), (410) 576-3600, Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202.

For New York Residents: You can obtain information from the New York State Office of the Attorney General about how to protect yourself from identity theft. You can contact the New York State Office of the Attorney General at: <http://ag.ny.gov>, (800) 771-7755 (toll-free), (800) 788-9898 (TDD/TTY toll-free line), Office of the Attorney General, The Capitol, Albany, NY 12224.

For North Carolina Residents: You can obtain additional information from the North Carolina Attorney General's office about preventing identity theft. You can contact the North Carolina Attorney General at: www.ncdoj.gov, (877) 566-7226 (toll-free in North Carolina), 919-716-6400, North Carolina Attorney General's Office, 9001 Mail Service Center, Raleigh, NC 27699-9001.