

Buchanan

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December 27, 2023

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

Re: Notice of Data Security Incident

Dear Attorney General Brown:

I am writing to you on behalf of Quality Service Installation, Inc. (“QSI”) in accordance with Md. Code Ann Comm. Law 14-3504. QSI experienced an unauthorized access to its computer systems. Based on our investigation, the personal information of one (1) Maryland resident may have been involved. This notice may be supplemented with any new significant facts learned subsequent to its submission.

On September 21, 2023, QSI was the victim of a BlackCat/AlphV ransomware attack that affected its network and some of its systems. QSI promptly shut down its network and systems and engaged industry-leading specialists in cybersecurity and forensic investigations to respond to the incident, to assist in investigating the scope and impact of the incident, and to monitor the activity in QSI’s system. The investigation determined the threat actor encrypted certain files and certain personal information was subject to unauthorized access. The personal information that may have been subject to unauthorized access may have included an individual’s name and driver’s license number.

QSI will be providing written notice of this incident to all potentially affected individuals. The written notice is being provided in substantially the same form as the letter attached here as **Exhibit A**.

Upon discovering the incident, QSI immediately notified law enforcement and has been assisting the Federal Bureau of Investigation (FBI) in its investigation of BlackCat/AlphV. QSI independently moved quickly to investigate, assess the security of its network and systems, and identify potentially affected individuals. Identification was delayed due to the encryption event requiring extensive restoration from backups. All potentially impacted equipment has been either removed or remediated and data files have been restored from backup as needed. QSI also installed

monitoring devices to detect any suspicious activity. QSI is implementing additional technical safeguards and is providing the potentially affected individuals one (1) year of complimentary credit protection and monitoring services through Experian at no cost to the individuals.

If you have any questions or if I may provide additional information, please contact me.

Sincerely,

A handwritten signature in dark ink, appearing to read 'M. G. McLaughlin', followed by a horizontal line.

Michael G. McLaughlin
Outside Counsel for QSI, Inc.

With a copy to: david.eapen@bipc.com; tiffany.yeung@bipc.com.

EXHIBIT A

QSI, Inc.

107 Schuler Drive
Bardstown, KY 40004

December 27, 2023

K5657-L01-0000001 T00001 P001 *****SCH 5-DIGIT 12345



SAMPLE A SAMPLE - L01

APT ABC

123 ANY STREET

ANYTOWN, ST 12345-6789



Notice of Data Breach

Dear Sample A. Sample:

Quality Service Installation, Inc. (“QSI,” “we,” or “us”) is writing to inform you about a recent cybersecurity incident that may have impacted some of your personal information. The security of your personal information is very important to us, and we take the trust you place in us very seriously. We wanted to advise you about the incident and to offer you some resources you may find helpful.

What Happened? QSI recently detected unauthorized activity in our IT systems. Upon discovering this activity, we immediately took protective actions to stop any unauthorized access, notified U.S. federal law enforcement, and launched an investigation with the assistance of leading cybersecurity experts. The investigation so far indicates that some of your personal information may have been accessed by the unauthorized party as early as late September 2023. At this time, we have no reason to believe your information has been misused; however, we are providing you notice out of an abundance of caution.

What Personal Information Is Involved? The affected personal information may have included your [Extra1].

What We Are Doing. QSI is taking this incident very seriously. Upon detecting unauthorized activity in our IT system, we took immediate protective actions to contain the activity and retained industry-leading cybersecurity experts. It is our priority to continue to evaluate and deploy the level of robust security protocols, continuous monitoring, and staff training needed to prevent and defend against sophisticated cybersecurity threats.

Because our investigation indicated that some of your personal information may have been affected, we are offering you a 12-month membership in the Experian IdentityWorksSM credit monitoring and identity restoration program, at no cost to you. This program, which is detailed in the section below, will help you to quickly detect any compromise or possible misuse of your personal information.

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K5657_L01

What You Can Do. You can contact Experian immediately regarding any identity fraud concerns you have, and the Identity Restoration Service will be available to you for 12 months. (For contact information, see “Identity Restoration Service” on the attached sheet). To take advantage of the other features of the Experian IdentityWorksSM program, including 12 months of credit monitoring, please follow the steps in the attached instructions under “How to Activate Your 12-Month Experian IdentityWorksSM Membership.”

1. **Credit Monitoring.** We are offering you a complimentary one-year membership to **Experian IdentityWorksSM Credit 3B**. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediately identifying and resolving identity theft. IdentityWorksSM Credit 3B is completely free to you and enrolling in this program will not hurt your credit score. For more information on identity theft prevention and IdentityWorksSM Credit 3B, including instructions on how to activate your complimentary one-year membership, please see the information sheet attached to this letter.
2. **Identity Restoration.** If you believe there was fraudulent use of your information or identity theft and would like to discuss how to resolve those issues, you may reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed, an Experian Identity Restoration agent will be available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting creditors 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 offer is available to you for one year from the date of this note 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. You will also find self-help tips and information about identity protection at this site.

Again, we take very seriously the security and privacy of your information, and we want to make sure you have the information you need so that you can take steps to help protect your personal data. We recommend you remain vigilant to the possibility of fraud and identity theft by reviewing and monitoring your account statements and free credit reports for any unauthorized activity. If you find any unauthorized or suspicious activity, you should immediately contact your credit card company, financial institution, and/or law enforcement.

For More Information. We sincerely regret any inconvenience this incident may cause you. If you have any questions regarding this incident or the services available to you, please call (502) 350-1000 (excluding major U.S. Holidays):

Eastern Time: Monday to Friday 9:00 AM to 5:00 PM.

Sincerely,

QSI, Inc.

STEPS YOU CAN TAKE TO PROTECT YOUR INFORMATION

To help protect your identity, we are offering complimentary access to Experian IdentityWorksSM for 12 months.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. 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 from the date of the incident (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 Identity Restoration is available to you for twelve (12) 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.

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorksSM as a complimentary 12-month membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by** April 1, 2024 (Your code will not work after this date.)
- **Visit** the Experian IdentityWorksSM website to enroll: www.experianidworks.com/3bcredit
- Provide your **activation code**: ABCDEFGHI

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 1-877-890-9332 by April 1, 2024. Be prepared to provide engagement number B112432 as proof of eligibility for the Identity Restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH 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 enroll 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, Equifax and Transunion files for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARETM:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance^{**}:** Provides coverage for certain costs and unauthorized electronic fund transfers.

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.



