

December 27, 2023

VIA ELECTRONIC MAIL

Attorney General Anthony G. Brown
Maryland Attorney General's Office
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202
E-Mail: Idtheft@oag.state.md.us

Re: Notice of Third-Party Data Security Incident

Dear Attorney General Anthony G. Brown:

Constangy, Brooks, Smith & Prophete, LLP, represents America Works of New York, Inc. ("America Works"), in connection with a recent third-party data security incident experienced by Paycor, described in greater detail below. This notice is being sent because personal information for Maryland residents may have been involved in the Paycor incident.

1. Nature of the Security Incident

On November 30, 2023, America Works' payroll provider, Paycor, advised America Works that it was one of many organizations affected by the MOVEit software vulnerability. Per Paycor, the MOVEit vulnerability resulted in files being accessed or acquired by an unauthorized actor in May 2023. America Works understands Paycor thereafter undertook a review of the potentially affected data and identified information for current and/or former America Works employees contained therein, at which time it notified America Works of the incident.

2. Number of Maryland Residents Involved

On December 27, 2023, America Works notified twenty-six (26) Maryland residents of this data security incident via U.S. First-Class Mail. A sample copy of the notification letter sent to the impacted individuals is included with this correspondence.

The personal information involved in this incident includes current and former America Works employees' date of birth, and Social Security number.

3. Steps Taken to Address the Incident

As soon as America Works discovered the incident, it promptly arranged for notification to current and former employees whose information may have been involved. Constangy and America Works understand that Paycor took remediation measures as directed by the MOVEit software developer and conducted a thorough investigation of the incident.

Additionally, America Works secured the services of Kroll, a global leader in risk mitigation and response, including extensive experience helping people who have sustained an unintentional exposure of confidential data. Current and former employees whose information was involved have been offered complimentary credit monitoring and identity protection services. America Works has also established a toll-free call center through Kroll to answer questions about the incident and address related concerns.

4. Contact Information

America Works remains dedicated to protecting the information in its control. If you have any questions or need additional information, please do not hesitate to contact me at aweaver@constangy.com.

Sincerely,

Aubrey Weaver
Partner
Constangy, Brooks, Smith & Prophete, LLP

Enclosure: Sample Notification Letter



AMERICA WORKS
Network of Companies

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

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

<<b2b_text_1 (Subject: Notice of Data Security Incident/Breach)>>

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

America Works is writing to inform you of a recent third-party data security incident that may have affected some of your personal information. Please read this letter carefully as it contains information regarding the incident and steps you can take to help protect your personal information.

What Happened? On November 30, 2023, America Works' payroll provider, Paycor, advised America Works that it was one of many organizations affected by the MOVEit software vulnerability. America Works understands that Paycor utilizes the MOVEit tool to transfer data related to its clients, including America Works. Per Paycor, the MOVEit vulnerability resulted in files being accessed or acquired by an unauthorized actor in May 2023. America Works understands Paycor thereafter undertook a review of the potentially affected data and identified information for current and/or former America Works employees contained therein, at which time it notified America Works of the incident.

What Information Was Involved? The information potentially impacted in connection with this incident may have included your name, date of birth, and Social Security number.

What Are We Doing? As soon as America Works discovered this incident, we took immediate steps to provide notification to employees. We understand that Paycor took remediation measures as directed by the MOVEit software developer and conducted a thorough investigation.

In addition, we have secured the services of Kroll to provide identity monitoring services at no cost to you for 12 months. Kroll is a global leader in risk mitigation and response, and the Kroll team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your services include Credit Monitoring, Web Watcher, \$1 Million Identity Fraud Loss Reimbursement, Fraud Consultation, and Identity Theft Restoration¹.

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

You have until <<b2b_text_6 (activation date)>> 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: You can follow the recommendations on the following page to help protect your personal information. You can also activate the identity monitoring services, which are offered to you at no cost, using the instructions above. Please note the deadline to activate in these complimentary services is <<b2b_text_6 (activation date)>>. Please do not discard this letter, as you will need the Membership Number provided above to access services.

¹ To receive credit monitoring services, you must be over the age of 18 and have established credit in the United States, have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

For More Information: If you have questions about this letter or need assistance, please call Kroll at [1-800-XXX-XXXX](tel:1-800-XXX-XXXX). Kroll representatives are available Monday through Friday from 9:00 a.m. – 6:30 p.m. Eastern Time, excluding some U.S. holidays. Kroll representatives have been fully versed on the incident and can answer questions or concerns you may have.

Please be assured that America Works takes the privacy and security of personal information very seriously. We hope you will accept our sincere apologies and know that we deeply regret any worry or inconvenience that this may cause you.

Sincerely,

A handwritten signature in black ink, appearing to read "Lee Bowes", with a stylized flourish at the end.

Lee Bowes, Chief Executive Officer

America Works of New York Inc.
228 East 45th Street, 16th Floor
New York, NY 10017



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.

Web Watcher

Web Watcher monitors internet sites where criminals may buy, sell, and trade personal identity information. An alert will be generated if evidence of your personal identity information is found.

\$1 Million Identity Fraud Loss Reimbursement

Reimburses you for out-of-pocket expenses totaling up to \$1 million in covered legal costs and expenses for any one stolen identity event. All coverage is subject to the conditions and exclusions in the policy.

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.

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three national credit reporting agencies:

Equifax

P.O. Box 105851
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Experian

P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 1000
Chester, PA 19016
1-800-916-8800
www.transunion.com

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

Security Freeze: You have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

Federal Trade Commission

600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov
1-877-438-4338

Maryland Attorney General

St. Paul Plaza
200 St. Paul Place
Baltimore, MD 21202
marylandattorneygeneral.gov
1-888-743-0023

New York Attorney General

Bureau of Internet and Technology
Resources
28 Liberty Street
New York, NY 10005
ag.ny.gov
1-212-416-8433 / 1-800-771-7755

North Carolina Attorney General

9001 Mail Service Center
Raleigh, NC 27699
ncdoj.gov
1-877-566-7226

Rhode Island Attorney General

150 South Main Street
Providence, RI 02903
<http://www.riag.ri.gov>
riag.ri.gov
1-401-274-4400

Washington D.C. Attorney General

400 S 6th Street, NW
Washington, DC 20001
oag.dc.gov
1-202-727-3400

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include 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 other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.