

SENT BY ELECTRONIC MAIL

Maryland Office of the Attorney General
Consumer Protection Division
Jeff Karberg, Director
Identity Theft Unit
200 St. Paul Place
Baltimore, MD 21202
jkarberg@oag.state.md.us; idtheft@oag.state.md.us

RE: Notice of Breach of a Security System

Dear Mr. Karberg:

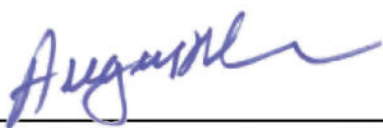
Pursuant to Md. Code Ann., State Gov't § 10-1305(h)(1), the Maryland Department of Human Services (DHS) hereby notifies the Maryland Office of the Attorney General of a breach of security of a system that affected approximately forty-one DHS customers who are recipients of public assistance including food and cash assistances. The system at issue is maintained by Conduent State & Local Solutions, Inc. (Conduent), pursuant to a contract under which Conduent manages a web-based Electronic Benefits Transfer (EBT) system to implement DHS's Temporary Cash Assistance (TCA) and Supplemental Nutrition Assistance Programs (SNAP) benefits payments to DHS's customers.

On November 14, 2023, Conduent sent DHS a "preliminary" security incident notice stating that, between September 25, 2023, and November 8, 2023, a Conduent employee improperly accessed the personal information, as defined by Md. Code Ann., State Gov't § 10-1301(c), of approximately 17 DHS customers and stole approximately \$9,226.80 from the EBT accounts belonging to the DHS customers. The notice said that Conduent discovered the employee's unauthorized activity on September 25, 2023, that the employee was placed on administrative leave on September 25, 2023, and that the employee resigned on September 29, 2023. The employee improperly accessed the personal information without the consent or knowledge of DHS. Upon receiving Conduent's notification DHS immediately began an investigation of the matter and requested additional information from Conduent.

On December 18, 2023, Conduent sent DHS a "Final Notice of Security Incident" with updated investigatory information stating that, between September 25, 2023, and December 6, 2023, five Conduent employees improperly accessed the personal information of approximately 41 DHS customers and stole approximately \$35,222.72 from the EBT accounts belonging to the DHS customers. DHS's investigation remains ongoing.

If you have any further questions or concerns, please contact me at your earliest convenience.

Sincerely,

A handwritten signature in blue ink, appearing to read "Augustin", is written over a horizontal line.

Augustin Ntabaganyimana, MPA
Acting Executive Director
Family Investment Administration



Maryland Department of Human Services
311 W. Saratoga Street
Baltimore, MD 21201