



January 22, 2024

VIA E-Mail

Office of the Attorney General
Attn: Security Breach Notification
Email: ldtheft@oag.state.md.us
Re: Notice of Data Incident

Dear Sir or Madam:

We are writing to inform you of a recent security incident. Delta Dental of California and affiliates (Delta), a vendor of Keller Management Services, LLC (Keller) experienced a data security incident involving the MOVEit Transfer (MOVEit) software, an application used by Delta in the course of its business.

Summary of the incident: The MOVEit file-transfer software program had a vulnerability that was exposed by unauthorized/bad actors. On June 1, 2023, Delta learned of this vulnerability, and investigated the issue, taking action to contain and remediate the incident. During the investigation it was determined that personal information of certain individuals was accessed. In most instances, it appears names, addresses, and dates of birth were accessible to the threat actors. In some instances, it appears social security numbers were also accessible. Delta made Keller aware of the incident in December of 2023 and offered to extend notification and protection services to the affected individuals. Upon review of the information provided by Delta, Keller felt it necessary to provide notice to its employees, even though Delta is also providing proper legal notification.

From Delta's investigation, it appears that 58 Maryland residents have been impacted by the incident. Notifications to the impacted individuals will be sent out by January 26, 2024 by Keller and subsequently thereafter by Delta. Even though Keller has no evidence that any personal information has been fraudulently used as a result of this incident, Keller expects that Delta will offer impacted individuals free fraud detection monitoring and identity theft protection. Further, in its written notification (draft enclosed), Keller has provided impacted individuals with detailed information regarding additional steps they can take to protect themselves and their personal information.

Helping protect our employees and their families' information is important to Keller. If you have additional questions or concerns, please reach out to the undersigned.

Sincerely,

A handwritten signature in black ink that reads "Matthew R. Gerrish".

Matthew R. Gerrish
Corporate Counsel

cc: David T. Peitsch, Chief Legal Officer
Trusha Solanki, HR Manager

Keller North America, Inc.
7550 Teague Road
Suite 300
Hanover, MD 21076

t: 410-551-1938





(Date)

VIA EMAIL

Dear (name of person):

We are writing to inform you of a recent security incident at Delta Dental. This notification is sent pursuant to relevant local and state law.

Delta Dental of California and affiliates ("Company") experienced a data security incident involving the MOVEit Transfer ("MOVEit") software, an application used by the Company in the course of its business. While Keller has elected to have the Company reach out to you with formal notification and important information, Keller felt compelled to also reach out and inform you in advance of receiving notification from the Company.

Summary of what happened: The MOVEit file-transfer software program had a vulnerability that was exposed by unauthorized/bad actors. On June 1, 2023, the Company learned of this vulnerability, and investigated the issue, taking action to contain and remediate the incident. During the investigation it was determined that personal information of certain individuals was accessed. In most instances, it appears names, addresses, and dates of birth were accessible to the threat actors. In some instances, it appears social security numbers were also accessible. The Company made Keller aware of the incident and offered to extend notification and protection services to the affected individuals. Keller has opted-in to that service and expects that you should be hearing from the Company or its agent – Kroll – in the near future. The Company should inform you of the information accessed, its further actions to protect your information, as well as offering credit monitoring and protection services. To take advantage of those free services, please follow the instructions included in the notification from the Company.

Keller encourages you to remain vigilant by reviewing your account statements and credit reports closely and immediately reporting any suspicious activity to the company that maintains the account for you. Further, to protect yourself from the possibility of identity theft, we suggest you consider immediately placing a fraud alert on your credit files. A fraud alert conveys a special message to anyone requesting your credit report that you suspect you were a victim of fraud. When you or someone else attempts to open a credit account in your name, the lender should take measures to verify that you have authorized the request. A fraud alert should not stop you from using your existing credit cards or other accounts, but it may slow down your ability to get new credit. An initial fraud alert is valid for ninety (90) days. To place a fraud alert on your credit reports, contact one of the three major credit reporting agencies at the appropriate number listed below or via their website. One agency will notify the other two on your behalf. You will then receive letters from the agencies with instructions on how to obtain a free copy of your credit report from each.

- Equifax (888)766-0008 or www.fraudalert.equifax.com
- Experian (888) 397-3742 or www.experian.com
- TransUnion (800) 680-7289 or www.transunion.com

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You can obtain additional information about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, www.oag.state.md.us/Consumer, Telephone: 1-888-743-0023. Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, www.consumer.gov/idtheft, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.

Helping protect your information is important to us. We sincerely apologize for any inconvenience this incident may cause you. If you have additional questions or concerns, please reach out to your local Keller HR Business partner.

Sincerely,

Trusha Solanki
HR Manager