



300 W. Morgan St
Suite 120
Durham, NC 27701
www.phastar.com

January 24, 2024

Via E-Mail

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

To Whom It May Concern:

I write on behalf of PHASTAR (the “Company”) to provide notice of a security incident potentially affecting two Maryland residents.

On December 19, 2023, the Company learned that on December 7, 2023, an unauthorized third party had gained access to an employee’s Company email account. Once it became aware of the unauthorized access, the Company took immediate steps to lock out the third party and secure the account and launched an investigation to determine the scope of the incident.

The investigation determined that the third party may have gained access to personal information in the e-mail account, including two Maryland residents. The information included the residents’ names and Social Security numbers.

Please note that the Company has no information indicating that personal information of the potentially impacted individuals was actually taken or has been misused. On January 23, 2024, promptly after making the determination that the impacted files contained the personal information of the Maryland residents, the Company sent the attached notification to the potentially impacted individuals. Out of an abundance of caution, we offered one year of identity theft protection services at no cost to the potentially affected individuals.

In response to this incident, the Company is taking steps to ensure that this does not happen again and strengthen its security including reviewing and improving its staff information security training program, cybersecurity protocols, and data handling policies. The Company has also implemented additional technologies to protect the information it maintains. In addition, the Company continues to review relevant security protocols to identify ways to enhance information security.

PHASTAR Inc. (USA)

San Diego - Boston - Raleigh

300 w. Morgan street suite 120 Durham NC 27701

Phone No: +(1) 646 851 2624

Incorporated in the State of Delaware (5856 143)



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If you have any questions concerning this matter, please do not hesitate to contact our counsel Mr. Philip Gordon at Pgordon@littler.com, and Ms. Alyssa Daniels at Adaniels@littler.com.

Very truly yours,

April Romano

April Romano
Human Resources Manager
PHASTAR, Inc.

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Dear [REDACTED]:

PHASTAR (the "Company") is committed to protecting your personal information. Unfortunately, we are writing to inform you of a recent information security incident, and to share with you the steps that we are taking to address it. We are notifying you as a precautionary step and because we want to be transparent with you about an incident potentially involving your personal information.

What Happened?

On December 19, 2023, the Company learned that on December 7, 2023, an unauthorized third party had gained access to an employee's Company email account. Once we became aware of the unauthorized access, we took immediate steps to lock out the third party and secure the account, and launched an investigation to determine the scope of the incident.

What Information Was Involved?

Our investigation determined that the third party may have gained access to personal information in the e-mail account, including your [REDACTED]. **Please note that we have no information indicating that your personal information was actually taken or has been misused.**

What We Are Doing

Out of an abundance of caution, the Company is offering you a complimentary, one year membership in Experian's Credit 1B identity protection product. Your one-year membership in Experian's IdentityWorksSM product provides identity restoration services, fraud detection tools, dark web monitoring, and other benefits, which include monitoring your credit file at Experian.

Starting today, you can call Experian's identity restoration agents to assist you to investigate and resolve any incidents of fraud. You may take advantage of this benefit, at any time, until April 30, 2024, by calling Experian at 877.890.9332. No enrollment or activation is necessary. The terms and conditions for identity restoration are located at: www.ExperianIDWorks.com/restoration.

While identity restoration is immediately available to you, we also encourage you to activate the fraud detection tools available through IdentityWorksSM. This product provides you with identity detection, credit monitoring, and resolution of identity theft.

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In response to this incident, the Company is taking steps to ensure that this does not happen again and strengthen our security, including reviewing and improving our staff information security training program, cybersecurity protocols, and data handling policies. The Company has also implemented additional technologies to protect the information we maintain. In addition, the Company continues to review relevant security protocols to identify ways to enhance information security.

What You Can Do

If you wish to enroll in IdentityWorksSM, you will need to do the following:

1. **Visit** the IdentityWorksSM web site: <https://www.experianidworks.com/credit> or call 877.890.9332 to enroll and provide Engagement Number [REDACTED].
2. **PROVIDE** your Activation Code: [REDACTED].
3. **Enrollment Deadline:** April 30, 2024 (your Activation Code will not work after this date).

If you have any questions concerning IdentityWorksSM, or if you prefer to enroll over the phone for delivery of your membership via U.S. mail, please call Experian at 877.890.9332. Be prepared to provide Engagement Number [REDACTED] as proof of eligibility for the identity protection product by Experian.

Other Important Information

In addition to the offer of IdentityWorksSM, included with this letter is additional information on steps you can take to protect the security of your personal information. We urge you to review this information carefully.

For More Information

The Company regrets this incident and any inconvenience it may cause you. Should you have any questions or concerns regarding this incident, please do not hesitate to contact us at phone number 1 (646) 851-2624 or send an email to cybersecurity@phastar.com.

Sincerely,

Peter Taylor

Peter Taylor
Senior Director and Global Head of Human Resources
PHASTAR, Inc.

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Steps To Protect The Security Of Your Personal Information

By taking the following steps, you can help reduce the risk that your personal information may be misused.

1. Enroll in IdentityWorksSM. You must personally activate identity monitoring for it to be effective. The notice letter contains instructions and information on how to activate your IdentityWorksSM membership. Experian's IdentityWorksSM product will provide the following:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.ⁱ
- **Credit Monitoring:** Actively monitors your credit file at Experian for indicators of fraud.
- **Identity Restoration:** Identity restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Dark Web Surveillance:** Daily scans of over 600,000 web pages to detect if your information is stolen.
- **Experian IdentityWorksSM ExtendCARE:** You will receive the same high level of identity restoration support even after your IdentityWorksSM membership expires.
- **\$1 Million Identity Theft Insuranceⁱⁱ:** Provides coverage for certain costs and unauthorized electronic fund transfers.

Please direct questions about the IdentityWorksSM product to Experian. A credit card is not required for enrollment in IdentityWorksSM. Enrollment in IdentityWorksSM will not affect your credit score. The Terms and Conditions for this offer are located at:

www.ExperianIDWorks.com/restoration.

2. Review your credit reports. You can receive free credit reports by placing a fraud alert. Under federal law, you also are entitled to one free copy of your credit report from each of the three national credit bureaus every week. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. Errors in information in your credit report may be a sign of possible identity theft. You should notify the credit bureaus of any inaccuracies in your credit report, whether or not due to error or fraud, as soon as possible so the information can be investigated and, if found to be in error, corrected.

3. Review your account statements. You should carefully review for suspicious activity the statements that you receive from credit card companies, banks, utilities, and other services.

4. Remain vigilant and respond to suspicious activity. If you receive an e-mail or mail alert from Experian, contact an IdentityWorksSM identity resolution agent toll-free at 1-877-890-9332 or visit www.ExperianIDWorks.com/restoration for additional information. You should consider changing your username, passwords, security questions, and security answers to your online accounts. If you notice suspicious activity on an account statement, report it to your credit card company or service provider and consider closing the account. You should also consider reporting such activity to the Company, your local police department, your state's attorney general, and the Federal Trade Commission.

5. You have the right to place a “security freeze” on your credit report. A security freeze will prohibit a consumer reporting agency from releasing information in your credit file without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. Please understand that placing a security freeze on your credit file may delay, interfere with, or prevent the timely approval of any subsequent request or application you make for a new loan, mortgage, or any other account involving the extension of credit.

A security freeze does not apply to a person or entity, or its affiliates, or collection agencies acting on behalf of the person or entity, with which you have an existing account that requests information in your credit report for the purposes of reviewing or collecting the account. Reviewing the account includes activities related to account maintenance, monitoring, credit line increases, and account upgrades and enhancements.

To place a security freeze on your credit file, contact the three nationwide credit bureaus, listed below. You will need to provide appropriate proof of your identity to the credit bureau, which will include your name, address, date of birth, Social Security number, and other personal information. After receiving your freeze request, each credit bureau will provide you with a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze. There is no charge to place a credit freeze.

The contact information for all three credit bureaus is as follows:

Equifax
P.O. Box 105788
Atlanta, GA 30348
1-888-378-4229
www.equifax.com

Experian
P.O. Box 4500
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion
P.O. Box 2000
Chester, PA 19016
800-916-8800
www.transunion.com

6. Consider placing a fraud alert with one of the three nationwide credit bureaus. You can place an initial fraud alert by contacting one of the three nationwide credit bureaus listed above. A fraud alert can make it more difficult for someone to get credit in your name because it tells creditors to follow certain procedures to protect you. It also may delay your ability to obtain credit. You may place a fraud alert in your file by calling just one of the three nationwide credit bureaus listed above. As soon as that bureau processes your fraud alert, it will notify the other two, which then also must place fraud alerts in your file.

An initial fraud alert stays in your file for at least one year. To place this alert, a credit bureau will require you to provide appropriate proof of your identity, which may include your Social Security number. If you are the victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years.



An initial fraud alert entitles you to a copy of all the information in your file at each of the three nationwide credit bureaus listed above. These additional disclosures may help you detect signs of fraud, for example, whether fraudulent accounts have been opened in your name or whether someone has reported a change in your address.

7. Additional Information. You may obtain information about fraud alerts and security freezes and additional information about steps you can take to avoid identity theft from the following: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580; <http://www.ftc.gov/idtheft/>; 877-382-4357.

If you live in Maryland, please read the additional notice below that applies to you:

You can obtain information from your state's Attorney General Office about steps you can take to prevent identity theft.

Office of the Attorney General
200 St. Paul Place
Baltimore, MD 21202
1-888-743-0023
www.marylandattorneygeneral.gov

If you live in New York, please read the additional notice below that applies to you:

You can obtain information from your state's Attorney General Office about steps you can take to prevent identity theft.

Office of the Attorney General
The Capitol
Albany, NY 12224-0341
1-800-771-7755
www.ag.ny.gov/

If you live in North Carolina, please read the additional notice below that applies to you:

You can obtain information from your state's Attorney General Office about steps you can take to prevent identity theft.

North Carolina Office of the Attorney General
Consumer Protection Division
9001 Mail Service Center
Raleigh, NC 27699-9001
1-877-566-7226 (within North Carolina)
1-919-716-6000 (outside of North Carolina)
www.ncdoj.gov

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If you live in Rhode Island, please read the additional notice below that applies to you:

Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it. One Rhode Island resident is potentially affected by this security incident.

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

ⁱⁱ 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.

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