

February 5, 2024

Via E-mail (idtheft@oag.state.md.us)

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

To Whom It May Concern:

In accordance with Md. Code Ann., Com. Law § 14-3504, I am writing on behalf of Verizon Communications Inc. (“Verizon” or the “Company”) to inform you about the nature and circumstances of a recent data security issue.

Verizon recently determined that, on or around September 21, 2023, a Verizon employee obtained a file containing certain employee personal information without authorization and in violation of company policy. Promptly after learning of the issue, Verizon conducted a review of the relevant file to determine the types of information that were impacted.

Based on Verizon’s review, the information contained in the file included names, addresses, Social Security numbers, gender, union affiliations, dates of birth, and compensation information. At this time, the Company has no evidence that this information has been misused or shared outside of Verizon as a result of this issue.

Verizon takes its obligations to safeguard personal information very seriously and is working to ensure its technical controls are enhanced to help prevent this type of situation from reoccurring.

Verizon is notifying 3,192 Maryland employees, by mail, about this issue and has arranged to provide those employees with credit monitoring and identity protection services at no cost to them. Enclosed for your reference is a copy of the notice Verizon is providing to relevant employees.

Office of the Attorney General

February 5, 2024

Page 2

Please do not hesitate to contact me if you have any questions.

Very truly yours,

A handwritten signature in black ink that reads "Lisa J. Sotto". The signature is written in a cursive, flowing style.

Lisa J. Sotto

Enclosure



January 31, 2024

1

JOHN SMITH
123 MAIN STREET
CHESAPEAKE, VA 23323

Dear JOHN SMITH,

We are writing to notify you of an issue that involves certain pieces of personal information about you.

We recently learned that, on or around September 21, 2023, a Verizon employee obtained a file containing certain employee personal information without authorization and in violation of company policy. Promptly after learning of the issue, we conducted a review of the relevant file to determine the types of information that were impacted. Based on our review, the information contained in the file may include your name, address, Social Security number or other national identifier (if available), gender, union affiliation (if applicable), date of birth, and compensation information. At this time, we have no evidence that this information has been misused or shared outside of Verizon as a result of this issue. We are working to ensure our technical controls are enhanced to help prevent this type of situation from reoccurring and are notifying applicable regulators about the matter.

We take our obligation to safeguard personal information very seriously and are alerting you about this issue out of an abundance of caution so you can take steps to help protect your information. You are entitled under U.S. law to one free credit report annually from each of the three nationwide consumer reporting agencies. To order your free credit report, visit www.annualcreditreport.com or call toll-free at 1-877-322-8228. We encourage you to remain vigilant against incidents of identity theft and fraud by monitoring your free credit reports and reviewing your account statements.

In addition, we have arranged to offer you identity protection and credit monitoring services for two years at no cost to you. This will be provided through Allstate Identity Protection. Within a few days you will receive an email to your work email address with instructions for enrollment. The attached Reference Guide provides information on Allstate Identity Protection and recommendations by the U.S. Federal Trade Commission on the protection of personal information.

We hope this information is useful to you. If you have any questions regarding this issue, please call 1-800-789-2720, which is open twenty-four hours a day, seven days a week, three hundred sixty-five days per year. Alternatively, you can submit your questions to HR Answers by going to V TeamCentral ("VTC") and entering "create case" in the VTC search bar.

Sincerely,

Verizon

Reference Guide

We encourage affected individuals to take the following steps:

Register for Identity Protection and Credit Monitoring Services. We have arranged with Allstate Identity Protection to help you protect your identity and your credit information for two years at no cost to you. Allstate Identity Protection delivers comprehensive financial and identity monitoring designed to help protect you and your finances from threats. This service allows you to see your personal data and monitor it with rapid alerts. If fraud occurs, you can obtain full service restoration and up to \$1 million in reimbursement for stolen funds and expenses.

Within a few days you will receive an email to your work email address with instructions for enrollment.

Order Your Free Credit Report. To order your free credit report, visit www.annualcreditreport.com, call toll-free at 1-877-322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's ("FTC's") website at www.consumer.ftc.gov and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The three nationwide consumer reporting agencies provide free annual credit reports only through the website, toll-free number or request form.

When you receive your credit report, review it carefully. Look for accounts you did not open. Look in the "inquiries" section for names of creditors from whom you haven't requested credit. Some companies bill under names other than their store or commercial names. The consumer reporting agency will be able to tell you when that is the case. Look in the "personal information" section for any inaccuracies in your information (such as home address and Social Security number). If you see anything you do not understand, call the consumer reporting agency at the telephone number on the report. Errors in this information may be a warning sign of possible identity theft. You should notify the consumer reporting agencies of any inaccuracies in your report, whether due to error or fraud, as soon as possible so the information can be investigated and, if found to be in error, corrected. If there are accounts or charges you did not authorize, immediately notify the appropriate consumer reporting agency by telephone and in writing. Consumer reporting agency staff will review your report with you. If the information cannot be explained, then you will need to call the creditors involved. Information that cannot be explained also should be reported to your local police or sheriff's office because it may signal criminal activity.

Report Incidents. If you detect any unauthorized transactions in a financial account, promptly notify your payment card company or financial institution. If you detect any incident of identity theft or fraud, promptly report the incident to law enforcement, the FTC and your state Attorney General. If you believe your identity has been stolen, the FTC recommends that you take these steps:

- Close the accounts that you have confirmed or believe have been tampered with or opened fraudulently. For streamlined checklists and sample letters to help guide you through the recovery process, please visit <https://www.identitytheft.gov/>.
- File a local police report. Obtain a copy of the police report and submit it to your creditors and any others that may require proof of the identity theft crime. You can contact the FTC to learn more about how to protect yourself from becoming a victim of identity theft and how to repair identity theft:

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)
www.ftc.gov/idtheft/

Consider Placing a Fraud Alert on Your Credit File. To protect yourself from possible identity theft, consider placing a fraud alert on your credit file. A fraud alert helps protect you against the possibility of an identity thief opening new credit accounts in your name. When a merchant checks the credit history of someone applying for credit, the merchant gets a notice that the applicant may be the victim of identity theft. The alert notifies the merchant to take steps to verify the identity of the applicant. You can place a fraud alert on your credit report by calling any one of the toll-free numbers provided below. You will reach an automated telephone system that allows you to flag your file with a fraud alert at all three consumer reporting agencies.

For more information on fraud alerts, you also may contact the FTC as described above.

Equifax	Equifax Information Services LLC P.O. Box 105069 Atlanta, GA 30348	1-800-525-6285	www.equifax.com
Experian	Experian Inc. P.O. Box 9554 Allen, TX 75013	1-888-397-3742	www.experian.com
TransUnion	TransUnion LLC P.O. Box 2000 Chester, PA 19016	1-800-680-7289	www.transunion.com

Consider Placing a Security Freeze on Your Credit File. You may wish to place a "security freeze" (also known as a "credit freeze") on your credit file. A security freeze is designed to prevent potential creditors from accessing your credit file at the consumer reporting agencies without your consent. Unlike a fraud alert, you must place a security freeze on your credit file at each consumer reporting agency individually. There is no charge to place or lift a security freeze. For more information on security freezes, you may contact the three nationwide consumer reporting agencies or the FTC as described above. As the instructions for establishing a security freeze differ from state to state, please contact the three nationwide consumer reporting agencies to find out more information.

The consumer reporting agencies may require proper identification prior to honoring your request. For example, you may be asked to provide:

- Your full name with middle initial and generation (such as Jr., Sr., II, III)
- Your Social Security number
- Your date of birth
- Addresses where you have lived over the past five years
- A legible copy of a government-issued identification card (such as a state driver's license or military ID card)
- Proof of your current residential address (such as a current utility bill or account statement)

For Iowa Residents. You may contact law enforcement or the Iowa Attorney General's Office to report suspected incidents of identity theft. This office can be reached at:

Office of the Attorney General of Iowa
Hoover State Office Building
1305 E. Walnut Street
Des Moines, IA 50319
(515) 281-5164
www.iowaattorneygeneral.gov

For Maryland Residents. You can obtain information from the Maryland Office of the Attorney General about steps you can take to avoid identity theft. You may contact the Maryland Attorney General at:
Maryland Office of the Attorney General
Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
(888) 743-0023 (toll-free in Maryland)
(410) 576-6300
(www.marylandattorneygeneral.gov)

For Massachusetts Residents. You have the right to obtain a police report and request a security freeze as described above. The consumer reporting agencies may require that you provide certain personal information (such as your name, Social Security number, date of birth, and address) and proper identification (such as a copy of a government-issued ID card and a bill or statement) prior to honoring your request to place a security freeze on your account.

For New Mexico Residents. You have rights under the federal Fair Credit Reporting Act ("FCRA"). These include, among others, the right to know what is in your file; to dispute incomplete or inaccurate information; and to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, please visit https://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-underfcra.pdf or www.ftc.gov.

For New York Residents. You can obtain information from the New York State Office of the Attorney General about how to protect yourself from identity theft and tips on how to protect your privacy online. You can contact the New York State Office of the Attorney General at:

Office of the Attorney General
The Capitol
Albany, NY 12224-0341
1-800-771-7755 (toll-free)
1-800-788-9898 (TDD/TTY toll-free line)
<https://ag.ny.gov/>

Bureau of Internet and Technology (BIT)
28 Liberty Street
New York, NY 10005
Phone: (212) 416-8433
<https://ag.ny.gov/resources/individuals/consumer-issues/technology>

For North Carolina Residents. You can obtain information from the North Carolina Attorney General's Office about preventing identity theft. You can contact the North Carolina Attorney General at:
North Carolina Attorney General's Office
9001 Mail Service Center
Raleigh, NC 27699-9001
(877) 566-7226 (toll-free in North Carolina)
(919) 716-6400
www.ncdoj.gov

For Oregon Residents. We encourage you to report suspected identity theft to the Oregon Attorney General at:

Oregon Department of Justice
1162 Court Street NE
Salem, OR 97301-4096
(877) 877-9392 (toll-free in Oregon)
(503) 378-4400
<http://www.doj.state.or.us>

For Rhode Island Residents. You may obtain information about preventing and avoiding identity theft from the Rhode Island Office of the Attorney General at:

Rhode Island Office of the Attorney General
Consumer Protection Unit
150 South Main Street
Providence, RI 02903
(401)-274-4400
www.riag.ri.gov

You have the right to obtain a police report and request a security freeze as described above. The consumer reporting agencies may require that you provide certain personal information (such as your name, Social Security number, date of birth, and address) and proper identification (such as a copy of a government-issued ID card and a bill or statement) prior to honoring your request for a security freeze on your account.

Office of the Attorney General for the District of Columbia
441 4th Street NW
Suite 1100 South
Washington, D.C. 20001
(202) 727-3400
<https://oag.dc.gov/>

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January 31, 2024

2
JANE SMITH
123 MAIN STREET
APT 2
CHESAPEAKE, VA 23323

Dear JANE SMITH,

We are writing to notify you of an issue that involves certain pieces of personal information about you.

We recently learned that, on or around September 21, 2023, a Verizon employee obtained a file containing certain employee personal information without authorization and in violation of company policy. Promptly after learning of the issue, we conducted a review of the relevant file to determine the types of information that were impacted. Based on our review, the information contained in the file may include your name, address, Social Security number or other national identifier (if available), gender, union affiliation (if applicable), date of birth, and compensation information. At this time, we have no evidence that this information has been misused or shared outside of Verizon as a result of this issue. We are working to ensure our technical controls are enhanced to help prevent this type of situation from reoccurring and are notifying applicable regulators about the matter.

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Office of the Attorney General
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Albany, NY 12224-0341
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1-800-788-9898 (TDD/TTY toll-free line)
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<https://ag.ny.gov/resources/individuals/consumer-issues/technology>

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9001 Mail Service Center
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(919) 716-6400
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Rhode Island Office of the Attorney General
Consumer Protection Unit
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Providence, RI 02903
(401)-274-4400
www.riag.ri.gov

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Suite 1100 South
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