

Together We Prevail™



The Hartford
One Hartford Plaza
Hartford, CT 06155

February 7, 2024

By Email

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

RE: Hartford Fire Insurance Company: Notice of Vendor Cybersecurity Incident

To the Maryland Office of the Attorney General:

Hartford Fire Insurance Company ("The Hartford") is providing notice of a cybersecurity incident involving a vendor of The Hartford that may have impacted personal information of two individuals associated with The Hartford, including one Maryland resident.

What Happened

On January 10, 2024, Cannon Cochran Management Services, Inc. ("CCMSI") notified The Hartford that CCMSI was subject to a cybersecurity incident that may have affected personal information of two Hartford claimants. CCMSI is a third-party administrator ("TPA") for Workers Compensation claims insured by The Hartford. CCMSI advises us that they hired a third-party forensics firm, which concluded that two Hartford individual's personal information including name and medical may have been exposed in connection with a compromise caused by a phishing attack.

What Information Was Involved

CCMSI advised The Hartford that the personal information that could have been impacted included individual name and medical information of two individuals, one of which was a Maryland resident.

What We Are Doing?

The Hartford takes the security of personal information seriously. Once notified of this event, The Hartford immediately took steps to confirm that CCMSI had remediated and contained the issue. CCMSI has advised The Hartford that they hired a third-party forensic firm to assist them with investigating this incident, and concluded there is no persistent threat in CCMSI's environment, and has made improvements in its security program.

The Hartford will be sending breach notification letters to the two impacted individuals, which will include an offer for twenty-four (24) months access to credit monitoring and identity restoration assistance through Experian, at no cost to them. Enclosed is a sample template notification letter, which includes a description of those services.

Please do not hesitate to contact us with any questions related to this matter.

Sincerely,
Karen Booth
Assistant General Counsel, Privacy
Hartford Fire Insurance Company

Together We Prevail™



The Hartford
One Hartford Plaza
Hartford, CT 06155

[Date]

[Name]
[Address]
[City, State Zip Code]

RE: Notice of Data Incident and Offer of Credit Monitoring

Dear [Name],

We are writing to inform you of a security incident that may have involved some of your personal information. Our vendor, Cannon Cochran Management Services, Inc. ("CCMSI") recently notified The Hartford that CCMSI was subject to a cybersecurity incident between August and November 2023. CCMSI is a third-party administrator for Workers Compensation claims insured by The Hartford.

What Information Was Involved

CCMSI advised The Hartford that the personal information that could have been impacted included your name and medical information.

What We Are Doing

The Hartford takes this event and the security of personal information seriously. Once notified of this event, The Hartford immediately took steps to confirm that CCMSI had remediated and contained the issue, and taken steps to guard against similar incidents in the future.

We are offering a complimentary 24-month membership of Experian's® IdentityWorksSM.

What You Can Do

To help protect your identity, we are offering complimentary access to Experian IdentityWorksSM for 24 months.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration is available to you for 24 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration.

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary 24-month membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by** [Enrollment End Date] (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: [Enrollment URL]
- Provide your **activation code**: [Activation Code]

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 1-877-890-9332 by [Enrollment End Date]. Be prepared to provide engagement number [B#####] as proof of eligibility for the Identity Restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.

- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

For More Information

We apologize for this incident and regret any inconvenience it may cause you. Should you have questions or concerns regarding this matter, please do not hesitate to contact us at 1-844-326-7123 between the hours of 8:30am and 5:00pm Central Standard Time (CST).

Sincerely,

Ann-Marie Gottlieb
Strategic Relationship Manager
Hartford Insurance Company

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

** 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.

Additional Resources

Free Credit Report. You can obtain a free copy of your credit report once every 12 months from each of the three nationwide credit bureaus. We have provided the contact information for each of the nationwide credit bureaus below. You can also obtain a free credit report by visiting www.annualcreditreport.com or by calling, toll-free, (877) 322-8228.

Equifax P.O. Box 105069 Atlanta, GA 30348 800-525-6285 www.equifax.com	Experian P.O. Box 2002 Allen, TX 75013 888-397-3742 www.experian.com	TransUnion P.O. Box 2000 Chester, PA 19022-2000 800-680-7289 www.transunion.com
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If you see anything on your credit report that you do not understand, you should notify the credit bureau that sent you the report immediately. If you find any suspicious activity on your credit report, call your local police or sheriff's office, and file a police report for identity theft. You have a right to obtain a copy of the police report, which you may need to provide to creditors to clear up your records.

Fraud Alerts. There are two types of fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft and you have the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by contacting any of the three national credit reporting agencies.

Security Freeze. You have the ability to place a security freeze, also known as a credit freeze, on your credit report free of charge. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you may use an online process, an automated telephone line, or submit a written request to any of the three credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that, if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past 5 years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, and display your name, current mailing address, and the date of issue.

Additional Information. You can learn more about protecting yourself from identity theft and fraud, including how to request that a fraud alert or security freeze be placed on your credit report, from the Federal Trade Commission at [http:// www.ftc.gov/idtheft](http://www.ftc.gov/idtheft). You can also call the FTC at 1-877-IDTHEFT (438-4338) or contact the FTC by mail at Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington, DC 20580. You can obtain information about requesting a fraud alert or security freeze from the nationwide credit bureaus by contacting them using the information provided above.

Your state's attorney general may also have resources about protecting yourself from identity theft and fraud. We encourage you to check the website for your state's attorney general for more information on how to protect yourself and your information.

If you live in any of the following states, please review the information below that pertains to your state.

For District of Columbia Residents: You have a right to obtain a security freeze, which restricts access to your credit report. Please review the information provided above to understand how you can request a security freeze. You may also obtain information about preventing and avoiding identity theft from the District of Columbia Office of the Attorney General: District of Columbia Office of the Attorney General, 400 6th Street, NW Washington, DC 20001, (202) 727-3400, <https://oag.dc.gov/consumer-protection/consumer-alert-identity-theft>.

For Iowa Residents: You may report suspected incidents of identity theft to local law enforcement or contact the Iowa Office of the Attorney General: Iowa Office of the Attorney General, Consumer Protection Division, Hoover State Office Building, 1305 E. Walnut Street, Des Moines, Iowa 50319, 515-281-6771, <https://www.iowaattorneygeneral.gov/for-consumers/>.

For Maryland Residents: You may also obtain information about preventing and avoiding identity theft from the Maryland Office of the Attorney General: Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023, www.oag.state.md.us.

For Massachusetts Residents: By law, you have a right to obtain a police report filed relating to these incidents (if any), and if you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it. You also have the right to request a security freeze, at no charge, as described above. You may contact and obtain information from the Massachusetts Attorney General at: Office of the Massachusetts Attorney General, One Ashburton Place, Boston, MA 02108, 1-617-727-8400, www.mass.gov/ago/contact-us.html.

For New York Residents: You may also obtain information about preventing and avoiding identity theft from the New York Attorney General's Office: Office of the Attorney General, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov/internet/privacy-and-identity-theft>.

For North Carolina Residents: You may also obtain information about preventing and avoiding identity theft from North Carolina Attorney General's Office: North Carolina Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-5-NO-SCAM, www.ncdoj.gov.

For Oregon Residents: You may also report suspected identity theft to local law enforcement, including the Oregon Office of the Attorney General: Oregon Office of the Attorney General, Consumer Protection, 1162 Court St. NE, Salem, OR 97301, 1-877-877-9392, <https://www.doj.state.or.us/consumer-protection/id-theft-data-breaches/data-breaches/>.

For Rhode Island Residents: By law, you have a right to obtain a police report filed relating to these incidents (if any), and if you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it. You may contact the Rhode Island Attorney General at: Rhode Island Office of the Attorney General, 150 South Main Street, Providence, RI 02903, 1-401-274-4400, www.riag.ri.gov.