

March 4, 2024

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VIA EMAIL

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

RE: Notification of Security Breach

Dear Mr. Brown:

I am writing on behalf of CVE North America, Inc. ("CVE") to inform you of a recent security breach incident involving the compromise of a CVE employee's Microsoft account on January 12, 2024. CVE quickly contained the incident, and while it does not believe that personal information was the target of the attack, subsequent investigation has not been able to confirm what information the intruder may have accessed or acquired from within the account. CVE reviewed the account and determined on February 7 that potentially accessible documents included the name, address, and tax identification or social security number for one resident of your state.

CVE quickly removed the intruder and has taken additional measures to secure its systems from similar attacks.

Please find a copy of the notification that will be mailed to the affected individual today.

Please contact me at the above address with any questions or concerns regarding this incident.

Sincerely,



Amelia M. Gerlicher



Changing visions of energy

Return Mail Processing
PO Box 999
Suwanee, GA 30024

1 1 92 *****SINGLP

SAMPLE A. SAMPLE - L01

APT ABC



123 ANY ST

ANYTOWN, US 12345-6789



March 4, 2024

NOTICE OF SECURITY INCIDENT

Dear Sample A. Sample,

On behalf of CVE North America, Inc. ("CVE"), we are writing to inform you of a recent data security incident that may have involved personal information about you.

WHAT HAPPENED

We recently discovered that a CVE employee had their Microsoft account compromised by an unauthorized intruder on or about January 12, 2024. Although we promptly discovered the incident and secured the account, our subsequent investigation has not been able to confirm what information the intruder may have accessed within the account. Accordingly, we reviewed the contents of the account and determined recently that some of your information may have been accessible during that time.

We take the security of your personal information very seriously and wanted to bring this to your attention. We also wanted to sincerely apologize for any inconvenience this may cause you. Our relationship with you is of crucial importance to us and we want to reassure you that we have taken the matter seriously.

WHAT INFORMATION WAS INVOLVED

Through our investigation, we have determined that the account contained information from your W-9 form, including the name(s), address, and tax identification or social security number that you provided on the form.

WHAT WE ARE DOING

We initiated an investigation as soon as we learned of these issues to contain and remediate the incident and limit its effect on you. We are taking additional measures to identify and address the cause of the incident.

WHAT YOU CAN DO

Please note that we have no reason to believe that access to personal information was the goal of the attacker and to date we have not received any indication that your personal information was actually accessed or used as a result of this incident. Nevertheless, out of precaution and because we care about the safety of our information, we recommend that you take the following steps to monitor for any potential misuse of your personal information.

- Take advantage of the services offered from Experian (details below). You can enroll by the deadline below in order to receive complementary monitoring of your credit report. In addition, if you discover any issues relating to fraud or identity theft in the future (regardless of the cause) you can call the number below to speak to fraud resolution specialists to assist. In the event of any issues with your credit, Experian representatives can help with some of the steps below.
- Whether or not you enroll with Experian, you should regularly review your account statements and monitor free credit reports for suspicious activity. Under federal law, you are entitled to obtain one free copy of your credit report every twelve months from each of the nationwide consumer reporting agencies. You can obtain a free copy of your

credit report from each agency by calling 1-877-322-8228 or visiting www.annualcreditreport.com. We recommend that you periodically obtain credit reports from each nationwide credit reporting agency. If you discover information on your credit report arising from a fraudulent transaction, you may request that the credit reporting agency delete that information from your credit report file.

- You may also consider contacting the credit reporting agencies directly if you wish to put in place a fraud alert or a security freeze. A fraud alert will notify any merchant checking your credit history that you may be the victim of identity theft and that the merchant should take additional measures to verify the application. Contacting any one of the three agencies will place an alert on your file at all three. A security freeze restricts all creditor access to your account but might also delay any requests you might make for new accounts.
 - Equifax: 800-525-6285; www.equifax.com; P.O. Box 740241, Atlanta, GA 30374-0241
 - Experian: 1-888-EXPERIAN (397-3742); www.experian.com; P.O. Box 9554, Allen, TX 75013
 - TransUnion: 800-680-7289; www.transunion.com; Fraud Victim Assistance Division, P.O. Box 6790, Fullerton, CA 92834-6790

Filing a security freeze requires supplying your name, address, date of birth, Social Security number, and other personal information. The agencies are not permitted to charge you for placing or lifting a freeze. Each credit reporting agency will confirm your request with a unique PIN or password that you will need in order to lift or remove the freeze. You should keep the PIN or password in a safe place.

- To report incidents of fraud and identity theft, you can contact the Federal Trade Commission (FTC) at 1-877-ID-THEFT or through their website at <http://identitytheft.gov>. You can also contact local law enforcement to file a police report or file a complaint with your state's attorney general.

OTHER IMPORTANT INFORMATION

As stated above and as a service to you, we have arranged for you at your option to enroll in Experian IdentityWorksSM at no cost to you for up to 12 months. To activate this coverage, please call the toll-free number or visit the website, listed below and enter the redemption code. The redemption code is required for enrollment and is unique for your use and should not be shared. You will also need to provide your Social Security Number to enroll.

Activate Experian IdentityWorksSM in Three Steps:

1. Ensure that you enroll by May 31, 2024 (Your code will not work after this date).
2. Web Site: Visit the Experian IdentityWorksSM web site to enroll: <https://www.experianidworks.com/credit>
3. Provide your Activation Code: ABCDEFGHI

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 12 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.

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 **833-918-1289** by May 31, 2024. Be prepared to provide engagement number B116860 as proof of eligibility for the Identity Restoration services by Experian.

FOR MORE INFORMATION.

If you have questions or concerns about this, or if we can be of further assistance to you, please do not hesitate to call us at legalthnorthamerica@cvegroun.com or 1-914-847-0043.

Sincerely,

A handwritten signature in black ink that reads "daphne moore". The script is cursive and lowercase.

Daphne Moore
General Counsel
CVE North America

IMPORTANT CONTACT INFORMATION

You may obtain information about avoiding identity theft from the FTC. The FTC can be reached at:

Federal Trade Commission
1-877-ID-THEFT (1-877-438-4338)
Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20850
consumer.ftc.gov

IF YOU ARE A MARYLAND RESIDENT: You may also obtain information about avoiding identity theft from the Maryland Attorney General's Office. This office can be reached at:

Office of the Attorney General
Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
(888) 743-0023
marylandattorneygeneral.gov

IF YOU ARE A NORTH CAROLINA RESIDENT: You may also obtain information about preventing identity theft from the North Carolina Attorney General's Office. This office can be reached at:

North Carolina Department of Justice
Attorney General Roy Cooper
9001 Mail Service Center
Raleigh, NC 27699-9001
(877) 566-7226
ncdoj.com

IF YOU ARE A NEW YORK RESIDENT: You may also obtain information about preventing identity theft from the New York Department of State's Division of Consumer Protection. This office can be reached at:

New York State Division of Consumer Protection	
123 William Street	One Commerce Plaza
New York, NY 10038-3804	99 Washington Ave.
1 (800) 697-1220	Albany, NY 12231-0001
www.dos.ny.gov/consumerprotection	

IF YOU ARE AN RHODE ISLAND RESIDENT: This incident affected approximately 2 Rhode Island residents. You may also obtain information about preventing identity theft from the Rhode Island Attorney General's Office. This office can be reached at:

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