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File Number: N2927-0001
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March 7, 2024

VIA E-MAIL (IDTHEFT@OAG.STATE.MD.US)

Office of the Attorney General
200 St. Paul Place, 25th Floor
Baltimore, MD 21202

Re: Notice of Data Breach

To Whom it May Concern:

We are contacting you to inform you about a data security incident (the “Incident”) that may have exposed some of the personal information of one thousand two hundred seventy-seven residents of Maryland (“Maryland Residents”).

On December 30, 2023, Nations Direct Mortgage, LLC (“Nations Direct”) became aware of unauthorized access to certain systems within its computer information technology network. Upon becoming aware of this ransomware attack, Nations Direct immediately commenced an investigation with the assistance of third-party experts, notified the Federal Bureau of Investigation, and began taking measures to assess and contain the incident. The incident has been contained. Nations Direct has also taken immediate measures to further secure our information systems from further breach.

The investigation has determined that an unauthorized, unknown third party obtained access to and potentially removed data from certain Nations Direct systems. As part of the review of the potentially impacted data, we and the third party experts retained by us, have determined that some of Nations Direct account holders’ personal information, including names, addresses, Social Security Numbers and unique identifiers, may have been among that data. It is important to note that we have not identified any fraudulent use of account holders’ personal information as a result of the incident.

Nations Direct has secured the services of Kroll to provide identity monitoring services at no cost to Maryland Residents for twenty-four (24) months. Maryland Residents’ identity

[buchalter.com](https://www.buchalter.com)

Los Angeles
Denver
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Seattle



Office of the Attorney General
March 7, 2024
Page 2

monitoring services include Credit Monitoring, Web Watcher, \$1 Million Identity Fraud Loss Reimbursement, Fraud Consultation, and identity Theft Restoration.

Enclosed please find a sample copy of the notice we provided to Maryland Residents.

If you have any questions, please call me at (619) 219-6329 or cmorgan@buchalter.com

Respectfully,

BUCHALTER
A Professional Corporation

A handwritten signature in blue ink that reads "Christina Morgan".

Christina M. Morgan

Enclosure

BN 81301124v1

February 28, 2024

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country>>

Re: **NOTICE OF DATA BREACH**

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

We are writing to notify you of a recent event that may have impacted your personal information as a current or former customer or employee of Nations Direct Mortgage, LLC (“Nations Direct”). As of the date of this notice of data breach, Nations Direct has no indication of any fraudulent use of your personal information as a result of this incident. Nations Direct is providing this notice to you to explain how the company was the victim of a crime by bad actors and the resources we are making available to you in connection therewith.

What Happened?

On or about December 30, 2023, Nations Direct became aware of unauthorized access to certain systems within its computer information technology network. Upon becoming aware of the incident, Nations Direct immediately commenced an investigation with the assistance of third-party experts, notified certain law enforcement and governmental authorities, and began taking measures to assess and contain the incident. The incident has been contained.

The investigation has determined that an unauthorized third party obtained access to and potentially removed data of certain individuals from across the country. As part of the review of the potentially impacted data, we and the third party experts retained by us have identified that some of your personal information may have been among that data. It is important to note that we have not identified any fraudulent use of your personal information as a result of this incident.

What Information Was Involved?

Based on our investigation, we understand that your name, address, social security number, and unique Nations Direct loan number may have been obtained by the unauthorized third party bad actor.

What We Are Doing

Upon learning of the incident, we promptly launched an investigation into the nature and scope of the incident and notified law enforcement. We also took immediate measures to further secure our information systems from further breach.

To help address concerns you may have about this incident, we have secured the services of Kroll to provide identity monitoring services at no cost to you for twenty-four (24) months. Your identity monitoring services include Credit Monitoring, Web Watcher, \$1 Million Identity Fraud Loss Reimbursement, Fraud Consultation, and identity Theft Restoration. Additional information describing these services is included below. To activate these services, please take the following steps:

Visit <https://enroll.krollmonitoring.com> to activate and take advantage of your identity monitoring services.

You have until <<b2b_text_6(activation_deadline)>> to activate your identity monitoring services.

Membership Number: <<Membership Number s_n>>

For more information about Kroll and your Identity Monitoring services, you can visit info.krollmonitoring.com.

Additional information describing your services is included with this letter.

What You Can do

Although we have no knowledge of any fraudulent use of your personal information due to this incident, it is important to remain vigilant and to review and monitor your accounts, account statements, and free credit reports for any suspicious activity, fraud, or identity theft. Additional steps you can take to safeguard your personal information is included herein on the attached disclosure.

For More Information

Nations Direct appreciates the concerns you may have regarding this incident and is prepared to respond to any questions or concerns you may have about the incident and the services being offered for your benefit at no additional cost to you. You may call [TFN](#), Monday through Friday from 6:00 am to 3:30 pm Pacific Time, excluding major US holidays.

Very truly yours,

Nations Direct Mortgage, LLC

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.

You may also place a security freeze on your credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. Under federal law, you cannot be charged to place, lift, or remove a security freeze.

You must place your request for a freeze with each of the three major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com). To place a security freeze on your credit report, you may send a written request by regular, certified or overnight mail at the addresses below. You may also place a security freeze through each of the consumer reporting agencies' websites or over the phone, using the contact information below:

Equifax Security Freeze

P.O. Box 105788

Atlanta, GA 30348

1-800-349-9960

<https://www.equifax.com/personal/credit-report-services/>

Experian Security Freeze

P.O. Box 9554

Allen, TX 75013

1-888-397-3742

<https://www.experian.com/freeze/center.html>

TransUnion Security Freeze

P.O. Box 160

Woodlyn, PA 19094

1-888-909-8872

<https://www.transunion.com/credit-freeze>

In order to request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. Social Security Card, pay stub, or W2;
8. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

The credit reporting agencies have one (1) to three (3) business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password (or both) that can be used by you to authorize the removal or lifting of the security freeze. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (including name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze, as well as the identities of those entities or individuals you would like to receive your credit report. You may also temporarily lift a security freeze for a specified period of time rather than for a specific entity or individual, using the same contact information above. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for request made by mail) after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for requests made by mail) after receiving your request to remove the security freeze.

You may also contact the Federal Trade Commission to get more information about how to avoid identity theft.

Federal Trade Commission
600 Pennsylvania Avenue NW
Washington, DC 20580
(202) 326-2222
www.ftc.gov/

Maryland Residents: You may contact your state attorney general to obtain additional information.

Office of the Attorney General
200 St. Paul Place
Baltimore, MD 21202
(410) 528-8662
www.marylandattorneygeneral.gov

Oregon Residents: You may contact your state attorney general to obtain additional information.

Office of the Attorney General
1162 Court Street NE
Salem, OR 97301-4096
(877) 877-9392
www.doj.state.or.us

North Carolina Residents: You may contact your state attorney general to obtain additional information.

North Carolina Department of Justice
9001 Mail Service Center
Raleigh, NC 27699-9001
(919) 716-6000
ncdoj.gov

Rhode Island Residents: You may contact your state attorney general to obtain additional information.

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



TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services from Kroll:

Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

Web Watcher

Web Watcher monitors internet sites where criminals may buy, sell, and trade personal identity information. An alert will be generated if evidence of your personal identity information is found.

Public Persona

Public Persona monitors and notifies when names, aliases, and addresses become associated with your Social Security number. If information is found, you will receive an alert.

Quick Cash Scan

Quick Cash Scan monitors short-term and cash-advance loan sources. You will receive an alert when a loan is reported, and you can call a Kroll fraud specialist for more information.

\$1 Million Identity Fraud Loss Reimbursement

Reimburses you for out-of-pocket expenses totaling up to \$1 million in covered legal costs and expenses for any one stolen identity event. All coverage is subject to the conditions and exclusions in the policy.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.

To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.