



PIERSON FERDINAND

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April 11, 2024

Via E-Mail: Idtheft@oag.state.md.us

Attorney General Anthony G. Brown
Office of the Attorney General
Identity Theft Unit
200 St. Paul Place
Baltimore, MD 21202

Re: Notice of Data Security Incident Involving Three (3) Maryland Residents

Dear Attorney General Brown:

The undersigned is legal counsel for Molen and Associates (“Molen and Associates”), located at 511555 Champion Forest Drive, Houston, TX 77066. Molen and Associates is a professional tax services firm. We are writing to provide your office with the required notice of a recent data security incident.

Molen and Associates takes the security and privacy of its clients’ sensitive information seriously and is taking steps to prevent a similar incident from occurring in the future.

Description of the Incident.

On or about October 24, 2023, Molen & Associates became aware of an IT security incident in which an unknown third party gained unauthorized access to parts of Molen & Associates’ computer system. Molen & Associates immediately activated its incident response plan, engaged third-party subject matter experts, and commenced a comprehensive investigation including digital forensics.

As of this writing, Molen and Associates has not received any reports of fraud or identity theft related to this disclosure.



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Steps Taken and Number of Maryland Residents Affected.

Molen & Associates took appropriate mitigation and security hardening steps, including without limitation: updating and enhancing user access credentials and controls; implementing new technical safeguards; reviewing policies and procedures; and retraining workforce members.

Upon a lengthy examination and analysis utilizing qualified third party consultants, Molen and Associates determined that the incident may have resulted in the exposure of information pertaining to three (3) Maryland residents.

On or about April 5, 2024, Molen & Associates sent a communication regarding this incident to the individuals included in this notification and provided free identity theft protection services including credit monitoring services. Molen & Associates will notify any additional identified individuals. At this time, Molen & Associates is not aware of anyone experiencing fraud as a result of this incident. A sample copy of the letter sent to these residents is attached for your review as **Exhibit A**.

Impacted individuals are being offered complimentary credit monitoring and identify protection services for twenty-four (24) months through Experian.

Contact Information.

Molen remains dedicated to protecting the sensitive information within its control. If you have any questions or need additional information, please do not hesitate to contact the undersigned.

Very truly Yours,

PIERSON FERDINAND LLP

Stuart A. Panensky

EXHIBIT A



Building
Relationships
That Last
Generations.

Return Mail Processing
PO Box 589
Claysburg, PA 16625-0589

April 5, 2024

L1473-L01-0000001 T00001 P001 *****SCH 5-DIGIT 12345

SAMPLE A SAMPLE - L01

APT ABC

123 ANY STREET

ANYTOWN, FC 1A2 B3C

COUNTRY

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RE: Notice of Data Breach

Dear Sample A. Sample:

Molen & Associates recently discovered an incident that may affect your personal information. Based on our current review, we have no indication that your personal information has been or will be used inappropriately. We nevertheless want to provide you with information about the incident, steps we are taking in response, and steps you may take to guard against identity theft and fraud, should you feel it is appropriate to do so. We take the protection and proper use of your information seriously and are working to prevent a similar incident from occurring again in the future. This notice was not delayed as a result of any law enforcement investigation.

What Happened? On or about October 24, 2023, Molen & Associates experienced a network security event involving the unauthorized access to parts of our environment. Upon discovery, Molen launched an investigation, with the help of third-party forensic investigators, to determine the scope and extent of any unauthorized access. We also took steps to prevent this from happening again in the future. Unfortunately, these types of incidents are becoming increasingly common and organizations with some of the most sophisticated IT infrastructure available continue to be affected. A third-party forensic investigation determined the incident occurred October 4, 2023 to October 25, 2023.

What Information Was Involved? Following a lengthy and diligent review of the impacted data set, we determined the elements of your personal information that may have been impacted may have included, and potentially were not limited to, your name, address, and certain tax information including in some instances your social security number. Please note that we have no evidence at this time that any of your personal information has been or will be misused as a result of the incident.

What Are We Doing? Upon discovering the incident, we promptly launched an investigation, engaged a national cybersecurity firm to assist in assessing the scope of the incident and notified law enforcement. As part of our ongoing commitment to the security of information, we are evaluating opportunities to further secure our systems to prevent a similar event from occurring again in the future.

Additionally, out of an abundance of caution, to help protect your identity, we are offering complimentary access to Experian IdentityWorksSM for twenty-four 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

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L1473-L01

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 twenty-four 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 twenty-four-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** July 1, 2024 (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code: ABCDEFGHI**

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 **833-918-9464** by July 1, 2024. Be prepared to provide engagement number **B119851** 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 file for indicators of fraud.
- **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. Please know that the protection of your personal information is a top priority, and we understand the inconvenience and concern this incident may cause. If you have further questions or concerns, or would like an alternative to enrolling online, please call **833-918-9464** toll-free Monday through Friday, from 8 am - 8 pm Central Time (excluding major U.S. holidays). Be prepared to provide your engagement number **B119851**.

Sincerely,
Molen & Associates

Molen & Associates
11555 Champion Forest Dr.
Houston, TX 77066

* 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.