



VERONICA D. JACKSON

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May 1, 2024

VIA ELECTRONIC MAIL ONLY

Attorney General Anthony Brown

Office of the Maryland Attorney General

Idtheft@oag.state.md.us

Re: Data Breach Notification – General Refrigeration Company

Dear Attorney General Brown:

I am writing on behalf of my client, General Refrigeration Company, to inform you of a recent breach of its security systems. This breach has affected personal information belonging to approximately one hundred thirty-seven (137) Maryland residents.

Description of the Breach: On or about February 20, 2024, the threat actor(s) first accessed our systems through a security vulnerability. They then deployed ransomware onto our systems, which we discovered on February 26, 2024. As you can imagine, it took time for us to recover our systems from this ransomware attack and learn what, if any, information was compromised. As of April 8, 2024, we determined the threat actor(s) may have been able to access or acquire select files from our systems that contained protected personal information. Specifically, exposed information may have contained the following types of protected data: name, address, phone number, date of birth, SSN, salary data, and banking information, if provided for direct deposit.

Steps We Have Taken: Upon discovering the cybersecurity incident, we took immediate action to notify law enforcement and take steps to restore our systems. We successfully restored our systems from back-up drives and, as discussed above, we retained a forensic cybersecurity firm to assess any ongoing exposure, and to perform an analysis of what data may have been lost or compromised prior to the ransomware attack, with particular concern for whether any personal data was compromised. We are also offering a complimentary 24-month membership of Experian's® IdentityWorksSM.

Notification to Affected Individuals: Attached to this letter, you will find the form of the notice that we will be sending to affected Maryland residents on May 2, 2024.

Please feel free to contact me with any additional questions regarding this matter.

Very truly yours,

Veronica D. Jackson

Enclosure

100 LIGHT STREET | BALTIMORE, MD 21202-1036 | 410.727.6464 | milesstockbridge.com

CAMBRIDGE, MD • EASTON, MD • FREDERICK, MD • ROCKVILLE, MD • TOWSON, MD • TYSONS CORNER, VA • WASHINGTON, D.C.



General Refrigeration Company
PO Box 140
Delmar, DE 19940

3 1 605 *****SNGLP

SAMPLE A. SAMPLE - L01

APT ABC



123 ANY ST

ANYTOWN, US 12345-6789



May 2, 2024

RE: Important Security Notification. Please read this entire letter.

Dear Sample A. Sample:

We are notifying you of an incident we believe may have involved the exposure of some of your personal information. As someone associated with General Refrigeration Company (“we,” “us,” “our,” or the “Company”) as an employee, former employee, contractor, vendor, beneficiary, or applicant, you provided personal information to us, or it was provided on your behalf in connection with certain employee benefits. We take the protection of you and your loved one’s information very seriously and are notifying you of a potential breach of your personal information, the steps we are taking in response, and resources we are making available to you.

What Happened. Through our forensic cybersecurity investigation after our recent ransomware attack, we have learned that on or about February 20, 2024, the threat actor(s) first accessed our systems through a security vulnerability. They then deployed ransomware onto our systems, which we discovered on February 26, 2024.

What Information Was Involved. As you can imagine, it took time for us to recover our systems from this ransomware attack and learn what, if any, information was compromised. As of April 8, 2024, we determined the threat actor(s) may have been able to access or acquire select files from our systems. This notice has not been delayed by law enforcement. We cannot know for certain if the threat actor actually accessed or took any of your personal information, but given the opportunity the threat actor(s) had to do so, we are providing you with this notification out of an abundance of caution. Specifically, exposed information may have contained the following types of protected data about you: name, address, phone number, date of birth, SSN, salary data, and banking information, if provided for direct deposit.

What We Are Doing. Upon discovering the cybersecurity incident, we took immediate action to notify law enforcement and take steps to restore our systems. We successfully restored our systems from back-up drives and, as discussed above, we retained a forensic cybersecurity firm to assess any ongoing exposure, and to perform an analysis of what data may have been lost or compromised prior to the ransomware attack, with particular concern for whether any personal data was compromised.

To help protect your identity, we are offering a complimentary 24-month membership of Experian’s® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: August 30, 2024** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: www.experianidworks.com/credit
- Provide your **activation code: ABCDEFGHI**

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian’s customer care team at 1-833-931-7555 by **August 30, 2024**. Be prepared to provide engagement number **B121506** 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.¹
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration agents 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.
- **Up to \$1 Million Identity Theft Insurance:**² Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 1-833-931-7555. 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 (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 this Identity Restoration support is available to you for twenty-four (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. You will also find self-help tips and information about identity protection at this site.

What You Can Do. In addition to redeeming the protection we are offering through Experian, we also want to ensure you have complete contact information for the major consumer reporting agencies and some other relevant government agencies. You are entitled to one free copy of your credit report a year but additional copies may require fees to be paid to the consumer reporting agencies. You may obtain information from these sources as well as your state's Attorney General to learn about steps you can take to avoid identity theft, obtain fraud alerts, a security freeze, and other steps you can take to protect yourself.

Experian P.O. Box 9554 Allen, TX 75013 1-888-EXPERIAN (397-3742) https://www.experian.com/ https://experian.com/freeze	TransUnion P.O. Box 2000 Chester, PA 19022-2000 1-800-916-8800 https://www.transunion.com/ https://transunion.com/freeze	Equifax P.O. Box 105788 Atlanta, GA 30348 1-800-685-1111 https://www.equifax.com/ https://equifax.com/personal/credit-report-services/credit-freeze/	Federal Trade Commission 600 Pennsylvania Avenue, NW Washington, DC 20580 www.ftc.gov/idtheft 1-877-438-4338 1-866-653-4261 (TTY)
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For Maryland Residents: You may contact your state's Attorney General at Maryland Attorney General's Office, 200 St. Paul Place, Baltimore, MD 21202, www.oag.state.md.us, 1-888-743-0023.

For New York Residents: You may contact your state's Attorney General at Office of the New York State Attorney General, the Capitol, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov/> as well as the Federal Trade Commission (information above)

For North Carolina Residents: You may contact your state's Attorney General at Office of the Attorney General for North Carolina, 114 West Edenton Street Raleigh, NC 27603, (877)-5-NO-SCAM, <https://www.ncdoj.gov/> as well as the Federal Trade Commission (contact information above) to obtain information about preventing identity theft.

For Oregon Residents: You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Office of the Attorney General: Oregon Office of the Attorney General, Consumer Protection Division, 1162 Court St. NE, Salem, OR 97301-4096, 1-877-877-9392, www.doj.state.or.us.

¹ Offline members will be eligible to call for additional reports quarterly after enrolling.

² 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.

For West Virginia Residents: If you wish to obtain additional information about what type of information was maintained about you or others in general, please call General Refrigeration's toll-free number listed below.

Obtaining a security freeze on your credit report. You may place a security freeze on your credit report by contacting each of the nationwide credit reporting companies listed above. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. Under federal law, you cannot be charged to place a security freeze. You'll need to supply your name, address(es) (and proof of current address), date of birth, Social Security number, a copy of a government issued identification card and other personal information, depending on whether you make the request by phone, mail or online. After receiving your freeze request, each credit reporting company will send you a confirmation letter containing a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

Be vigilant. Furthermore, we advise you to be vigilant in monitoring your financial and credit card accounts and free credit reports for any suspicious or unauthorized activity. Please report any suspected identity theft activity to your financial institution or credit card company, law enforcement and/or the Federal Trade Commission.

For More Information. On behalf of General Refrigeration Company, we have set up a hotline to answer your questions and provide additional information. The telephone number is 1-833-931-7555; email is privacyconcerns@generalrefrig.com.

We deeply regret that this incident occurred and any impact that it may have on you or your family.

Sincerely,

A handwritten signature in black ink, appearing to read "F. Nechay", with a stylized flourish extending from the end.

Frank Nechay
President of General Refrigeration Company

