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May 7, 2024

VIA EMAIL

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

Re: **Notice of Data Security Incident**

To Whom It May Concern:

I am writing on behalf of my client, My Accountant Bookkeeping & Tax Service, Inc. ("My Accountant"), to notify the Office of the Attorney General of a data security incident involving a Maryland resident.

On April 5, 2024, My Accountant was alerted to unauthorized access of its computer network through the tax software that it uses to prepare and submit client tax filings. Upon discovery of the unauthorized access, My Accountant immediately contacted its managed service provider, who then worked with the tax software vendor to isolate the intrusion and secure its network. The investigation determined that the unauthorized access may have occurred as early as February 2024 and ended on April 5, 2024.

The personal information involved consisted of the following: name, address, date of birth, Social Security number, driver's license number, bank account and routing information. The investigation to determine the identities of the impacted individuals concluded on April 26, 2024, and this investigation determined that one resident of Maryland has been impacted by this incident. Notification of this incident will be mailed to the impacted Maryland resident on May 7, 2024. A sample copy of the notification letter is attached.

If you have any questions regarding this incident, or would like to discuss further, please contact me.

Very Truly Yours,

/s/ Timothy M. Hayes

Timothy M. Hayes

My Accountant Bookkeeping & Tax Service, Inc.
3651 E. Baseline Rd E-111
Gilbert, AZ 85234

<<First Name>> <<Last Name>>
<<Address1>> <<Address2>>
<<City>>, <<State>> <<Zip>>

May XX, 2024

Notice of Data Breach

To <<First Name>> <<Last Name>>:

We are writing to update you regarding a data security event that affected your personal information as a current or former client of My Accountant Bookkeeping & Tax Service, Inc. We are providing you with information about the incident and guidance on what you can do to protect your personal information, should you feel it is appropriate to do so.

What happened?

On April 5, 2024, we were alerted to unauthorized access of our computer network through the tax software that we use to prepare and submit client tax filings. Upon discovery of the unauthorized access, we immediately contacted our managed service provider, who then worked with the tax software vendor to isolate the intrusion and secure our network. Our investigation determined that the unauthorized access may have occurred as early as February 2024.

What information was involved?

To the extent that we are in possession of the following information for you, the unauthorized party had access to the following: name, address, date of birth, Social Security number, driver's license number, bank account and routing information. To date, we are not aware of any actual fraud or identity theft instances involving your information.

What we are doing.

We value and respect the privacy of personal information. We are coordinating with our managed service provider to address the cause of the intrusion and to implement additional cybersecurity measures. Additionally, we have reported this incident to the Internal Revenue Service (IRS), the Federal Bureau of Investigation and local law enforcement. We have also voluntarily enrolled in a data protection pre-file system with the IRS to ensure that no fraudulent data is filed and that there are no delays in processing your tax return.

As a precaution, because your Social Security number was involved, we have arranged to offer you identity protection services with LifeLock for a period of 12 months, at no cost to you. Please contact us immediately if you would like to take advantage of this offer. **Enrollment in the identity protection service must be completed by July 12, 2024.**

What you can do.

In addition to enrolling in complimentary identity protection services, the enclosed Reference Guide includes additional information on general steps you can take to monitor and protect your personal information. We encourage you to remain vigilant and monitor your accounts and financial information. Also, the IRS offers free enrollment into the Identity

Protection PIN program. This safeguards your identity with the IRS so that no one can fraudulently file a tax return in your name. Simply create an ID.me account online at <https://api.id.me/en/registration/new> to enroll in that program.

For more information.

If you have any questions about this matter or would like additional information, please refer to the enclosed Reference Guide, or contact us at 480-988-0708.

We apologize for any inconvenience this incident may have caused you.

Sincerely,

Randall O'Dwyer

Reference Guide

Review Your Account Statements

Carefully review statements sent to you from your healthcare providers, insurance company, and financial institutions to ensure that all of your account activity is valid. Report any questionable charges promptly to the financial institution or company with which the account is maintained.

Order Your Free Credit Report

To order your free annual credit report, visit www.annualcreditreport.com, call toll-free at 1-877-322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's ("FTC") website at www.ftc.gov and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The three credit bureaus provide free annual credit reports only through the website, toll-free number or request form.

Upon receiving your credit report, review it carefully. Look for accounts you did not open. Look in the "inquiries" section for names of creditors from whom you have not requested credit. Some companies bill under names other than their store or commercial names; the credit bureau will be able to tell if this is the case. Look in the "personal information" section for any inaccuracies in information (such as home address and Social Security Number).

If you see anything you do not understand, call the credit bureau at the telephone number on the report. Errors may be a warning sign of possible identity theft. You should notify the credit bureaus of any inaccuracies in your report, whether due to error or fraud, as soon as possible so the information can be investigated and, if found to be in error, corrected. If there are accounts or charges you did not authorize, immediately notify the appropriate credit bureau by telephone and in writing. Information that cannot be explained should also be reported to your local police or sheriff's office because it may signal criminal activity.

Contact the U.S. Federal Trade Commission

If you detect any unauthorized transactions in any of your financial accounts, promptly notify the appropriate payment card company or financial institution. If you detect any incidents of identity theft or fraud, promptly report the matter to your local law enforcement authorities, state Attorney General and the FTC.

You can contact the FTC to learn more about how to protect yourself from becoming a victim of identity theft by using the contact information below:

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)
www.ftc.gov/idtheft/

Place a Fraud Alert on Your Credit File

To protect yourself from possible identity theft, consider placing a fraud alert on your credit file. A fraud alert helps protect against the possibility of an identity thief opening new credit accounts in your name. When a credit grantor checks the credit history of someone applying for credit, the credit grantor gets a notice that the applicant may be the victim of identity theft. The alert notifies the credit grantor to take steps to verify the identity of the applicant. You can place a fraud alert on your credit report by calling any one of the toll-free fraud numbers provided below. You will reach an automated telephone system that allows flagging of your file with a fraud alert at all three credit bureaus.

Equifax	P.O. Box 105069 Atlanta, GA 30348	1-888-298-0045	www.equifax.com
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Experian	P.O. Box 9554	1-888-397-3742	www.experian.com
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Allen, TX 75013

TransUnion

P.O. Box 2000
Chester, PA 19016

1-800-916-8800

www.transunion.com

Security Freezes

You have the right to request a credit freeze from a consumer reporting agency, free of charge, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. A security freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a security freeze, potential creditors and other third-parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a security freeze may delay your ability to obtain credit.

Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit bureau. To place a security freeze on your credit report you must contact the credit reporting agency by phone, mail, or secure electronic means and provide proper identification of your identity. 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 five 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, display your name and current mailing address, and the date of issue.

Below, please find relevant contact information for the three consumer reporting agencies:

Equifax Security Freeze	P.O. Box 105788 Atlanta, GA 30348	1-888-298-0045	www.equifax.com
Experian Security Freeze	P.O. Box 9554 Allen, TX 75013	1-888-397-3742	www.experian.com
TransUnion	P.O. Box 160 Woodlyn, PA 19094	1-888-909-8872	www.transunion.com

Once you have submitted your request, the credit reporting agency must place the security freeze no later than 1 business day after receiving a request by phone or secure electronic means, and no later than 3 business days after receiving a request by mail. No later than five business days after placing the security freeze, the credit reporting agency will send you confirmation and information on how you can remove the freeze in the future.

For Residents of Maryland

You can obtain additional information from Maryland's Attorney General Office about steps you can take to prevent identity theft.

Office of the Attorney General
200 St. Paul Place
Baltimore, MD 21202
1-888-743-0023
www.marylandattorneygeneral.gov