

May 23, 2024

Sent via email only: ldtheft@oag.state.md.us

Office of the Attorney General

Attn: Security Breach Notification

RE: Reporting of Data Security Incident

We are informing you of a recent data security incident (“Matter”) that concerned the personal information (collectively the “Information”) of individuals associated with our client, Miller-Schuring Agency, Inc. (“MSA” or “company”).

What Happened?

On or about November 18, 2023, MSA was notified by their third-party Information Technology Security vendor that an unauthorized third party may have gained access to some of the company’s computer systems and may have accessed individuals’ Information.

We engaged an incident response team, investigated the Matter, and followed the stages of incident response, including detection, analysis, containment, eradication, recovery, notices, and lessons learned. Since that time, we have continued to investigate this Matter to identify, to the best of our ability, the extent of Information potentially compromised.

Therefore, as required under state breach notification laws, MSA will provide notice to the affected individuals. The total number of affected individuals was 5,349. Of the total, 3 individuals are Maryland residents. Written notice to affected individuals will be mailed on May 24, 2024.

What Information was Involved?

- Name
- Address
- Social Security Number
- Driver’s License Number
- Bank Account Numbers



- Health Insurance Identification Number
- Medical Diagnosis /Information

What Mitigation Steps Were Taken?

Upon learning of the Matter, MSA engaged an incident response team, which began investigating the Matter, and took a number of risk mitigation steps. In addition, MSA engaged data security professional experts to assist in the investigation. Out of an abundance of caution, MSA disabled access to the computer system and took the system offline. Moreover, MSA implemented various security measures.

Credit monitoring services were also secured to provide identity and credit monitoring services for a term of 12 months to all impacted individuals.

Attached hereto is a redacted copy of the notification letter that will be mailed to the impacted Maryland residents. Should you have any questions, please contact me at notice@thebeckagefirm.com.

Sincerely,

A handwritten signature in dark ink, appearing to read "Muge Y. Spooner", located below the "Sincerely," text.

Muge Y. Spooner, Esq.

Incident Response Attorney

Miller Schuring Agency, Inc.

Return mail will be processed by: IBC
PO Box 847 • Holbrook, NY 11741



May 24, 2024

Dear [REDACTED]

We write to inform you of a recent data security incident ("Matter") that may concern some of your personal information (collectively the "Information"). We are sharing what we know about the Matter to date, our response to it, and steps you can take to help protect your Information.

What Happened?

On or about November 18, 2023, we were notified by our third-party Information Technology Security vendor that an unauthorized third party may have gained access to some of our computer systems and may have accessed your Information. We engaged an incident response team, investigated the Matter, and followed the stages of incident response, including detection, analysis, containment, eradication, recovery, notices, and lessons learned. Since that time, we have continued to investigate this Matter to identify, to the best of our ability, the extent of Information potentially compromised.

The investigative information collected confirmed that there may have been a compromise of certain data, and may have included some of your Information, and for some persons, protected health information. While we were unable to conclusively confirm that such a compromise occurred, or that your Information was compromised, we are choosing to notify you out of an abundance of caution.

What Information Was Involved?

The potentially impacted Information, if you provided it, may include:

- Name
- Address
- Social Security Number
- Driver's License Number
- Bank Account Numbers
- Health Insurance Identification Number
- Medical Diagnosis /Information

What Are We Doing?

Upon learning of the Matter, we engaged our incident response team, which began investigating the Matter, and took a number of risk mitigation steps. We engaged data security professional experts to assist in our investigation. Out of an abundance of caution, we disabled access to the computer system and took the system offline. We implemented various security measures.

In response to the incident, we are providing you with access to [REDACTED] services at no charge. These services provide you with alerts for **12 Months** from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place with the bureau. These services will be provided by Cyberscout, a TransUnion company specializing in fraud assistance and remediation services.

How Do I Activate the No Cost Services?

To enroll in Credit Monitoring services at no charge, please log on to [REDACTED] and follow the instructions provided. When prompted please provide the following unique code to receive services: [REDACTED].

In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

What Can You Do?

We encourage you to remain vigilant in reviewing your Information, such as reviewing your account statements, and monitor credit reports for any suspicious activity. We encourage you to activate the offered services, at no cost to you. Please note that you must activate directly. We are unable to activate these services for you.

For More Information.

Representatives are available for **ninety (90) days** from the date of this letter, to assist you with questions regarding this matter, between the hours of 9:00 am - 7:00 pm Eastern Time, Monday through Friday, excluding holidays. Please call the help line at **(888) 448-1846** supply the fraud specialist with your unique code listed above.

Once you activate the no cost identity monitoring services, a phone number will be provided if you have any questions or need assistance in setting up your services.

We apologize for any inconvenience this may have caused.

Sincerely,

Miller Schuring Agency, Inc.

9848 Portage Road Portage,
MI, 49002

MILLER-ADT