



MULLEN
COUGHLIN^{LLC}
ATTORNEYS AT LAW

Jillian Seifrit
Office: (267) 930-4651
Fax: (267) 930-4771
Email: JSeifrit@mullen.law

426 W. Lancaster Avenue, Suite 200
Devon, PA 19333

May 24, 2024

VIA E-MAIL

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

Re: Notice of Data Event

To Whom It May Concern:

We represent Rex Signature Services, LLC (“RSS”) located at 6001 Outfall Circle, Sacramento, CA 95828, and are writing to notify your office of an event that may affect the security of certain information relating to a Maryland resident. This notice may be supplemented if any new significant facts learned are learned subsequent to its submission. By providing this notice, RSS does not waive any rights or defenses regarding the applicability of Maryland law, the applicability of the Maryland data event notification statute, or personal jurisdiction.

Nature of the Data Event

On April 18, 2024, RSS became aware that certain computer systems in its environment were inaccessible. RSS promptly took steps to secure its systems and launched an investigation to determine the full nature and scope of the event. RSS’ investigation determined that an unknown actor gained access to certain RSS systems between April 9, 2024 and April 18, 2024 and likely accessed and/or acquired information from RSS’ systems. RSS then undertook a review of the involved files to determine what information was contained therein and to whom it related. RSS’ review of the impacted data remains ongoing; however, on or about May 13, 2024, RSS’ review determined that personal information relating to certain Maryland resident was present within the involved files.

The information contained within the impacted files includes individuals’ name and Social Security number. Other information potentially impacted includes driver’s license number, state

identification card number, tax identification number, passport number, military identification number, other unique governmental identification number, and limited medical information.

Notice to Maryland Resident

On May 24, 2024, RSS began providing written notice of this event to approximately one (1) Maryland resident. Written notice is being provided in substantially the same form as the letter attached here as ***Exhibit A***.

Other Steps Taken and To Be Taken

Upon becoming aware of the event, RSS moved quickly to investigate, respond, and assess the security of its systems. It also undertook a detailed review to identify potentially affected individuals. Further, RSS notified federal law enforcement regarding the event and has also worked to enhance its existing security safeguards. RSS is providing access to credit monitoring services for twenty-four (24) months, through Experian, to individuals whose personal information was affected by this event, at no cost to these individuals.

Additionally, RSS is providing impacted individuals with guidance on how to better protect against identity theft and fraud. RSS is providing individuals with information on how to place a fraud alert and security freeze on one's credit file, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state attorney general, and law enforcement to report attempted or actual identity theft and fraud.

RSS is providing written notice of this event to relevant state regulators, as necessary, and to the three major credit reporting agencies, Equifax, Experian, and TransUnion.

Contact Information

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (267) 930-4651.

Very truly yours,

Jillian Seifrit of
MULLEN COUGHLIN LLC

JZS/klh
Enclosure

EXHIBIT A



111 *****AUTO**MIXED AADC 300

SAMPLE A. SAMPLE - L01

APT ABC



123 ANY ST

ANYTOWN, US 12345-6789



May 24, 2024

NOTICE OF [Extra1]

Dear Sample A. Sample:

Rex Signature Services (“RSS”) is writing to inform you of an event that may have impacted some of your information. Although there is currently no indication of identity theft or fraud in relation to this event, we are providing you with information about the event, our response to it, and resources available to you to help protect your information, should you feel it appropriate to do so.

What Happened? On April 18, 2024, RSS became aware that certain computer systems in its environment were inaccessible. We promptly took steps to secure our systems and launched an investigation to determine the full nature and scope of the event. Our investigation determined that an unknown actor gained access to certain RSS systems between April 9, 2024 and April 18, 2024 and likely accessed and/or acquired information on our systems.

We then undertook a review of the involved files to determine what information was contained therein and to whom it related. Our review of the impacted data remains ongoing; however, on or about May 13, 2024, our review determined that information relating to you was present within the involved files.

What Information Was Involved? Our investigation determined that your name and Social Security number were contained in the impacted files. Other information potentially impacted includes driver’s license number, state identification card number, tax identification number, passport number, military identification number, other unique governmental identification number, and limited medical information. At this time, we are not aware of anyone experiencing fraud as a result of the event.

What We Are Doing. The privacy and security of information in our possession is one of our highest priorities. Upon learning of this event, we immediately took steps to ensure the security of our systems, investigate the event, and report the event to federal law enforcement. Additionally, we are notifying state regulators as required. As part of our commitment to the privacy of information in our care, since the event we have implemented and continue to implement technical security measures to strengthen the security of our systems. As an additional precaution, we are offering you access to twenty-four (24) months of complimentary credit monitoring and identity restoration services through Experian.

What You Can Do. We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your free credit reports for suspicious activity and to detect errors. You may also review the information contained in the enclosed *Steps You Can Take to Help Protect Personal Information*. There you will also find more information on the credit monitoring and identity restoration services we are making available to you. RSS will cover the cost of these services; however, you will need to complete the enrollment process. Enrollment instructions are enclosed with this letter.

For More Information. If you have additional questions, please call our dedicated assistance line toll-free at 1-833-918-5059, Monday through Friday, 6 am to 6 pm Pacific (except U.S. holidays). You may also write to RSS at support@rss-support.com.

Sincerely,

Rex Signature Services

STEPS YOU CAN TAKE TO HELP PROTECT PERSONAL INFORMATION

Enroll in Monitoring Services

As an added measure, we are offering complimentary access to Experian IdentityWorksSM for 24 months.

If you believe there was fraudulent use of your information as a result of this event 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 event (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 Identity Restoration is available to you for 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.

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 24-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** August 30, 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 event, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 1-833-918-5059 by August 30, 2024. Please be prepared to provide engagement number **B123462** 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 specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARETM:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance²:** Provides coverage for certain costs and unauthorized electronic fund transfers.

Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order a free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. Consumers may also directly contact the three major credit reporting bureaus listed below to request a free copy of their credit report.

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.

Consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If consumers are the victim of identity theft, they are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should consumers wish to place a fraud alert, please contact any of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in a consumer’s name without consent. However, consumers should be aware that using a credit freeze to take control over who gets access to the personal and financial information in their credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application they make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, consumers cannot be charged to place or lift a credit freeze on their credit report. To request a credit freeze, individuals may need to provide some or all of the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if they are a victim of identity theft.

Should consumers wish to place a credit freeze or fraud alert, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
1-888-298-0045	1-888-397-3742	1-800-916-8800
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

Additional Information

Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps they can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or their state attorney general. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. Consumers can obtain further information on how to file such a complaint by way of the contact information listed above. Consumers have the right to file a police report if they ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, consumers will likely need to provide some proof that they have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and the relevant state attorney general. This notice has not been delayed by law enforcement.

For Maryland residents, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-576-6300 or 1-888-743-0023; and <https://www.marylandattorneygeneral.gov/>. RSS is located at 6001 Outfall Circle, Sacramento, CA 95828.