

June 12, 2024

**Jennifer S. Stegmaier**  
312.821.6167 (direct)  
Jennifer.Stegmaier@wilsonelser.com

**Via Email**

**Attorney General Anthony G. Brown**

Office of the Attorney General

Attn: Security Breach Notification

200 St. Paul Place

Baltimore, MD 21202

[IDTheft@oag.state.md.us](mailto:IDTheft@oag.state.md.us)

**Re: Notice of Data Breach Involving Landmark Admin, LLC**

Dear Attorney General Brown:

Wilson Elser Moskowitz Edelman and Dicker LLP (“Wilson Elser”) represents Landmark Admin, LLC (“Landmark”), located at 5750 County Road 225, Brownwood, Texas 76801, with respect to a recent cybersecurity incident that was discovered by Landmark on or about May 13, 2024 (hereinafter, the “Incident”) that impacted Landmark’s network environment. Landmark takes the security and privacy of the information in its control very seriously and has taken steps to prevent a similar incident from occurring in the future.

This letter will serve to inform you of the nature of the Incident, what information may have been compromised, the number of Maryland residents being notified, and the steps that Landmark has taken in response to the Incident. We have also enclosed hereto a copy of Landmark’s substitute notice and media notice that was provided on June 12, 2024.

**1. Nature of the Incident**

On or about May 13, 2024, Landmark detected suspicious activity on its system. On May 14, 2024, Landmark learned that an unauthorized third party attempted to access its network. Upon discovery of this Incident, Landmark immediately disconnected indicated systems and remote access to the network and promptly engaged a specialized third-party cybersecurity firm and IT personnel to assist with securing the environment, as well as, to conduct a comprehensive forensic investigation to determine the nature and scope of the incident. While the forensic investigation remains ongoing, Landmark found evidence to suggest some Landmark files may have been compromised by an unauthorized third-party.

Based on these findings, Landmark began reviewing the affected systems to identify the specific individuals and the types of information that may have been compromised. While this process remains ongoing, on June 12, 2024, Landmark provided substitute notice by posting a substitute notice of this Incident on its website and publishing media notice in the Houston Chronicle. Landmark will notify affected individuals by mail as the information becomes available.

55 West Monroe Street, Suite 3800 • Chicago, IL 60603 • p 312.704.0550 • f 312.704.1522

Alabama • Albany • Atlanta • Austin • Baltimore • Beaumont • Boston • Chicago • Dallas • Denver • Edwardsville • Garden City • Hartford • Houston  
Indiana • Kentucky • Las Vegas • London • Los Angeles • Miami • Michigan • Milwaukee • Mississippi • Missouri • Nashville • New Jersey • New Orleans  
New York • Orlando • Philadelphia • Phoenix • San Diego • San Francisco • Sarasota • Stamford • Virginia • Washington, DC • Wellington • White Plains

**wilsonelser.com**

While Landmark is unaware of any fraudulent misuse of information, based on the investigation, the following information may have been subject to unauthorized access: name; address; Social Security number and/or tax identification number; financial account number; driver's license number/state-issued identification card; date of birth; annuity policy information; and life insurance policy information. Please note that the information above varies for each potentially impacted individual.

As of this writing, Landmark has not received any reports of related identity theft since the date of the incident (March 12, 2024 to present).

## **2. Impacted individuals**

At this time, Landmark does not yet know how many Maryland individuals may have been affected as a result of this Incident because the forensic investigation is ongoing and Landmark is in the process of reviewing the affected systems to identify the specific individuals and the types of information that may have been compromised.

As such, in an abundance of caution, on June 12, 2024, Landmark proceeded with substitute notice by posting notice of this Incident on its website and publishing media notice in the Houston Chronicle. Landmark will submit a supplemental notice to your office, and notify affected individuals by mail, as the information becomes available.

Collectively attached as **Exhibit A** are copies of Landmark's substitute notice and media notice.

## **3. Steps taken in response to the Incident**

Data privacy and security is among Landmark's highest priorities, and it is committed to doing everything they can to protect the privacy and security of the personal information in their care. Upon discovery of the Incident, Landmark moved quickly to investigate and respond to the Incident and assessed the security of its systems. Specifically, Landmark engaged a specialized cybersecurity firm and IT personnel to conduct a forensic investigation to determine the nature and scope of the Incident. Additionally, Landmark took steps to enhance security measures, and took steps and will continue to take steps to mitigate the risk of future harm.

Although Landmark is not aware of any actual or attempted misuse of personal information resulting from this Incident, Landmark provided guidance in its substitute notice and media notice on how individuals can protect against identity theft and fraud, including providing 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 the contact details for the Federal Trade Commission.

#### 4. Contact Information

Landmark remains dedicated to protecting the sensitive information in its control. If you have any questions or need additional information, please do not hesitate to contact me at [Jennifer.Stegmaier@wilsonelser.com](mailto:Jennifer.Stegmaier@wilsonelser.com) or 312-821-6167.

Very truly yours,

**Wilson Elser Moskowitz Edelman & Dicker LLP**



Jennifer S. Stegmaier

# **Exhibit A**

## **Collective copies of Landmark's Substitute Notice and Media Notice**

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55 West Monroe Street, Suite 3800 • Chicago, IL 60603 • p 312.704.0550 • f 312.704.1522

Alabama • Albany • Atlanta • Austin • Baltimore • Beaumont • Boston • Chicago • Dallas • Denver • Edwardsville • Garden City • Hartford • Houston  
Indiana • Kentucky • Las Vegas • London • Los Angeles • Miami • Michigan • Milwaukee • Mississippi • Missouri • Nashville • New Jersey • New Orleans  
New York • Orlando • Philadelphia • Phoenix • San Diego • San Francisco • Sarasota • Stamford • Virginia • Washington, DC • Wellington • White Plains

**wilsonelser.com**



## Notice of Data Breach

**Brownwood, Texas – June 12, 2024** – Landmark Admin, LLC (“Landmark”), located at 5750 County Road 225, Brownwood, Texas 76801, is writing to inform you of a recent data security incident that may have resulted in unauthorized access to some individuals’ sensitive personal information. Landmark is a third-party administrator for life insurance carriers. As such, Landmark may have received certain of your personal information because you are either an insured, policy owner or policy beneficiary for insurance policies which Landmark administered. This notice is intended to provide details about the incident, steps we are taking in response, and resources available to help protect against the potential misuse of sensitive personal information.

**What Happened?** On or about May 13, 2024, Landmark detected suspicious activity on its system. On May 14, 2024, Landmark learned that an unauthorized third party attempted to access its network. Upon discovery of this incident, Landmark immediately disconnected indicated systems and remote access to the network and promptly engaged a specialized third-party cybersecurity firm and IT personnel to assist with securing the environment, as well as, to conduct a comprehensive forensic investigation to determine the nature and scope of the incident. While the forensic investigation remains ongoing, Landmark found evidence to suggest some Landmark files may have been compromised by an unauthorized third-party.

Based on these findings, Landmark began reviewing the affected systems to identify the specific individuals and the types of information that may have been compromised. While this process remains ongoing, Landmark will notify affected individuals by mail as the information becomes available.

**What Information Was Involved?** Landmark has no evidence that any personal information has been misused by third parties as a result of this Incident. Based on the investigation, the following information related to potentially impacted individuals may have been subject to unauthorized access: name; address; Social Security number and/or tax identification number; financial account number; driver’s license number/state-issued identification card; date of birth; annuity policy information; and life insurance policy information.

Please note that the information above varies for each potentially impacted individual. Affected individuals will be notified by mail of information that was impacted.

**What We Are Doing?** Data privacy and security is among Landmark’s highest priorities, and we are committed to doing everything we can to protect the privacy and security of the personal information in our care. Upon discovery of the Incident, Landmark moved quickly to investigate and respond to the Incident and assessed the security of its systems. Specifically, Landmark engaged a specialized cybersecurity firm and IT personnel to conduct a forensic investigation to determine the nature and scope of the Incident. Additionally, Landmark took steps to enhance security measures, and took steps and will continue to take steps to mitigate the risk of future harm.

### **What You Can Do:**

We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious or unauthorized activity. Additionally, security experts suggest that you contact your financial institution and all major credit bureaus to inform them of such a breach and then take whatever steps are recommended to protect your interests, including the possible placement of a fraud alert on your credit file. Please review the enclosed *Steps You Can Take to Help Protect Your Information*, to learn more about how to protect against the possibility of information misuse.

**Other Important Information:**

If you have questions about the Incident not addressed in this notice please call the help line at 1-844-428-5109 and representatives are available for 90 days from the date of this letter to assist you between the hours of 8:00 a.m. to 8:00 p.m. Eastern time, Monday through Friday excluding U.S. holidays.

Landmark sincerely regrets any concern or inconvenience this matter may cause and remains dedicated to ensuring the privacy and security of all information in our control.

Sincerely,

A handwritten signature in blue ink, appearing to read "Thomas A. Munson", with a long horizontal flourish extending to the right.

Thomas A. Munson, President  
Landmark Admin, LLC

## Steps You Can Take to Help Protect Your Information

**Credit Reports:** You may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your free credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com), or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

**Fraud Alerts:** You can place fraud alerts with the three credit bureaus by phone or online. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. As of September 21, 2018, initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years.

### Experian

P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742

[www.experian.com/fraud/center.html](http://www.experian.com/fraud/center.html)

### TransUnion

P.O. Box 2000  
Chester, PA 19016  
1-800-680-7289

[www.transunion.com/fraud-alerts](http://www.transunion.com/fraud-alerts)

### Equifax

P.O. Box 105069  
Atlanta, GA 30348  
1-800-525-6285

<https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/>

**Monitoring:** You should always remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and by monitoring your credit report for suspicious or unusual activity.

**Security Freeze:** You have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse or a minor under the age of 16, 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. As of September 21, 2018, it is free to place, lift, or remove a security freeze. You may also place a security freeze for children under the age of 16. You may obtain a free security freeze by contacting any one or more of the following national consumer reporting agencies:

### Experian

P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742

[www.experian.com/freeze/center.html](http://www.experian.com/freeze/center.html)

### TransUnion

P.O. Box 160  
Woodlyn, PA 19094  
1-888-909-8872

[www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze)

### Equifax

P.O. Box 105788  
Atlanta, GA 30348-5788  
1-888-298-0045

<https://www.equifax.com/personal/credit-report-services/credit-freeze/>

**File Police Report:** You have the right to file or obtain a police report if you experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide proof that you have been a victim. A police report is often required to dispute fraudulent items. You can generally report suspected incidents of identity theft to local law enforcement or to the Attorney General.

**FTC and Attorneys General:** You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580, [www.identitytheft.gov](http://www.identitytheft.gov), 1-877-ID-THEFT (1-877-438-4338),

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. You can obtain further information on how to file such a complaint by way of the contact information listed above. Instances of known or suspected identity theft should also be reported to law enforcement.

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**For residents of Iowa:** State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

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**For residents of Massachusetts:** It is required by state law that you are informed of your right to obtain a police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

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**For residents of New Mexico:** State law advises you to review personal account statements and credit reports, as applicable, to detect errors resulting from the security breach. You have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from violators. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act at [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf) or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

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**For residents of Oregon:** State law advises you to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

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**For residents of Rhode Island:** It is required by state law that you are informed of your right to file or obtain a police report in regard to this incident.

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**For residents of Arizona, Colorado, District of Columbia, Illinois, Maryland, New York, North Carolina, and Rhode Island:** You can obtain information from the Offices of the Attorney General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

**Federal Trade Commission** - Consumer Response Center: 600 Pennsylvania Ave, NW, Washington, DC 20580; 1-877-IDTHEFT (438-4338); [www.identitytheft.gov](http://www.identitytheft.gov)

**Arizona Office of the Attorney General** Consumer Protection & Advocacy Section, 2005 North Central Avenue, Phoenix, AZ 85004 1-602-542-5025

**Colorado Office of the Attorney General** Consumer Protection 1300 Broadway, 9th Floor, Denver, CO 80203 1-720-508-6000 [www.coag.gov](http://www.coag.gov)

**District of Columbia Office of the Attorney General** – Office of Consumer Protection: 400 6th Street, NW, Washington, DC 20001; 202-727-3400; [www.oag.dc.gov](http://www.oag.dc.gov)

**Illinois office of the Attorney General** - 100 West Randolph Street, Chicago, IL 60601; 1-866-999-5630; [www.illinoisattorneygeneral.gov](http://www.illinoisattorneygeneral.gov)

**Maryland Office of the Attorney General** - Consumer Protection Division: 200 St. Paul Place, 16<sup>th</sup> floor, Baltimore, MD 21202; 1-888-743-0023; [www.oag.state.md.us](http://www.oag.state.md.us)

**New York Office of Attorney General** - Consumer Frauds & Protection: The Capitol, Albany, NY 12224; 1-800-771-7755; <https://ag.ny.gov/consumer-frauds/identity-theft>

**North Carolina Office of the Attorney General** - Consumer Protection Division: 9001 Mail Service Center, Raleigh, NC 27699; 1-877-566-7226; [www.ncdoj.com](http://www.ncdoj.com)

**Rhode Island Office of the Attorney General** - Consumer Protection: 150 South Main St., Providence RI 02903; 1-401-274-4400; [www.riag.ri.gov](http://www.riag.ri.gov)

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**LANDMARK ADMIN LLC PROVIDES NOTICE OF DATA PRIVACY EVENT**

**Brownwood, Texas – June 12, 2024** – Landmark Admin, LLC (“Landmark”), located at 5750 County Road 225, Brownwood, Texas 76801, is writing to inform you of a recent data security incident that may have resulted in unauthorized access to some individuals’ sensitive personal information. Landmark is a third-party administrator for life insurance carriers. As such, Landmark may have received certain of your personal information because you are either an insured, policy owner or policy beneficiary for insurance policies which Landmark administered. This notice is intended to provide details about the incident, steps we are taking in response, and resources available to help protect against the potential misuse of sensitive personal information.

**What Happened?** On or about May 13, 2024, Landmark detected suspicious activity on its system. On May 14, 2024, Landmark learned that an unauthorized third party attempted to access its network. Upon discovery of this incident, Landmark immediately disconnected indicated systems and remote access to the network and promptly engaged a specialized third-party cybersecurity firm and IT personnel to assist with securing the environment, as well as, to conduct a comprehensive forensic investigation to determine the nature and scope of the incident. While the forensic investigation remains ongoing, Landmark found evidence to suggest some Landmark files may have been compromised by an unauthorized third-party.

Based on these findings, Landmark began reviewing the affected systems to identify the specific individuals and the types of information that may have been compromised. While this process remains ongoing, Landmark will notify affected individuals by mail as the information becomes available.

**What Information Was Involved?** Landmark has no evidence that any personal information has been misused by third parties as a result of this Incident. Based on the investigation, the following information related to potentially impacted individuals may have been subject to unauthorized access: name; address; Social Security number and/or tax identification number; financial account number; driver’s license number/state-issued identification card; date of birth; annuity policy information; and life insurance policy information.

Please note that the information above varies for each potentially impacted individual. Affected individuals will be notified by mail of information that was impacted.

**What We Are Doing?** Data privacy and security is among Landmark’s highest priorities, and we are committed to doing everything we can to protect the privacy and security of the personal information in our care. Upon discovery of the Incident, Landmark moved quickly to investigate and respond to the Incident and assessed the security of its systems. Specifically, Landmark engaged a specialized cybersecurity firm and IT personnel to conduct a forensic investigation to determine the nature and scope of the Incident. Additionally, Landmark took steps to enhance security measures, and took steps and will continue to take steps to mitigate the risk of future harm.

**What You Can Do:**

We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious or unauthorized activity. Additionally, security experts suggest that you contact your financial institution and all major credit bureaus to inform them of such a breach and then take whatever steps are recommended to protect your interests, including the possible placement of a fraud alert or credit freeze on your credit file:

|                                                                                                                         |                                                                                                                          |                                                                                                                                 |
|-------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| Experian (1-888-397-3742)<br>P.O. Box 4500<br>Allen, TX 75013<br><a href="http://www.experian.com">www.experian.com</a> | Equifax (1-800-525-6285)<br>P.O. Box 740241<br>Atlanta, GA 30374<br><a href="http://www.equifax.com">www.equifax.com</a> | TransUnion (1-800-680-7289)<br>P.O. Box 2000<br>Chester, PA 19016<br><a href="http://www.transunion.com">www.transunion.com</a> |
|-------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|

Also, should you wish to obtain a credit report and monitor it on your own, you can immediately obtain free copies of your credit report and monitor them upon receipt for any suspicious activity. You can obtain your free copies by going to the following website: [www.annualcreditreport.com](http://www.annualcreditreport.com) or by calling them toll-free at 1-877-322-8228. (Hearing impaired consumers can access their TDD service at 1-877-730-4204.

You can also obtain more information from the Federal Trade Commission (FTC) about identity theft and ways to protect yourself. The FTC has an identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information on-line at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft).

**Other Important Information:**

If you have questions about the Incident not addressed in this notice please call the help line at 1-844-428-5109 and representatives are available for 90 days from the date of this letter to assist you between the hours of 8:00 a.m. to 8:00 p.m. Eastern time, Monday through Friday excluding U.S. holidays.

Landmark sincerely regrets any concern or inconvenience this matter may cause and remains dedicated to ensuring the privacy and security of all information in our control.

Sincerely,

Landmark Admin, LLC

June 27, 2024

**Jennifer S. Stegmaier**  
312.821.6167 (direct)  
Jennifer.Stegmaier@wilsonelser.com

**Via Email**

**Attorney General Anthony G. Brown**

Office of the Attorney General  
Attn: Security Breach Notification  
200 St. Paul Place  
Baltimore, MD 21202  
[IDTheft@oag.state.md.us](mailto:IDTheft@oag.state.md.us)

**Re: Notice of Data Breach Involving Landmark Admin, LLC**

Dear Attorney General Brown:

Wilson Elser Moskowitz Edelman and Dicker LLP (“Wilson Elser”) represents Landmark Admin, LLC (“Landmark”), located at 5750 County Road 225, Brownwood, Texas 76801, with respect to a recent cybersecurity incident that was discovered by Landmark on or about May 13, 2024 (hereinafter, the “Incident”). Please accept this as a supplement to our prior preliminary notice that we submitted to your office on June 12, 2024.

Landmark takes the security and privacy of the information in its control very seriously and has taken steps to prevent a similar incident from occurring in the future. This letter will serve to inform you of the nature of the Incident, what information may have been compromised, the number of Maryland residents being notified, and the steps that Landmark has taken in response to the Incident. We have also enclosed hereto a copy of Landmark’s substitute notice that is currently posted on its website and media notice provided to PRNewswire for nationwide distribution on June 26, 2024.

**1. Nature of the Incident**

On or about May 13, 2024, Landmark detected suspicious activity on its system. On May 14, 2024, Landmark learned that an unauthorized third party attempted to access its network. Upon discovery of this Incident, Landmark immediately disconnected indicated systems and remote access to the network and promptly engaged a specialized third-party cybersecurity firm and IT personnel to assist with securing the environment, as well as, to conduct a comprehensive forensic investigation to determine the nature and scope of the incident. While the forensic investigation remains ongoing, Landmark found evidence to suggest some Landmark files may have been compromised by an unauthorized third-party.

Based on these findings, Landmark began reviewing the affected systems to identify the specific individuals and the types of information that may have been compromised. While this process remains ongoing, on June 12, 2024, Landmark provided substitute notice by posting a substitute notice of this Incident on its website and publishing media notice in the Houston Chronicle. In addition, on June 26, 2024, Landmark

submitted a Media Release to PRNewswire for nationwide distribution and updated the substitute notice on its website.

Based on the investigation, the following information related to potentially impacted individuals may have been subject to unauthorized access: first name/initial and last name; address; Social Security number; tax identification number; driver's license number/state-issued identification card; passport number; financial account number; medical information; date of birth; health insurance policy number; and life and annuity policy information. Please note that the information above varies for each potentially impacted individual. Affected individuals will be notified by mail of information that was impacted.

## **2. Impacted individuals**

At this time, Landmark does not yet know how many Maryland individuals may have been affected as a result of this Incident because the forensic investigation is ongoing and Landmark is in the process of reviewing the affected systems to identify the specific individuals and the types of information that may have been compromised.

As such, in an abundance of caution, on June 12, 2024, Landmark proceeded with substitute notice by posting notice of this Incident on its website and publishing media notice in the Houston Chronicle. In addition, on June 26, 2024, Landmark submitted a Media Release to PRNewswire for nationwide distribution and updated the substitute notice on its website.

Landmark will submit supplemental notice to your office, and notify affected individuals by mail, as the information becomes available.

Collectively attached as **Exhibit A** are copies of Landmark's substitute notice that is currently posted on its website and the Media Release that it provided to PRNewswire for nationwide distribution on June 26, 2024.

## **3. Steps taken in response to the Incident**

Data privacy and security is among Landmark's highest priorities, and it is committed to doing everything they can to protect the privacy and security of the personal information in their care. Upon discovery of the Incident, Landmark moved quickly to investigate and respond to the Incident and assessed the security of its systems. Specifically, Landmark engaged a specialized cybersecurity firm and IT personnel to conduct a forensic investigation to determine the nature and scope of the Incident. Additionally, Landmark took steps to enhance security measures, and took steps and will continue to take steps to mitigate the risk of future harm.

Landmark also encouraged everyone to remain vigilant against incidents of identity theft by reviewing their account statements and monitoring their credit reports for any suspicious activity and advised how individuals could obtain free copies of their credit reports by going to the following website: [www.annualcreditreport.com](http://www.annualcreditreport.com) or by calling them toll-free at 1-877-322-8228. (Hearing impaired consumers can access their TDD service at 1-877-730-4204.)

Landmark also advised that individuals could obtain more information from the Federal Trade Commission (FTC) about identity theft and ways to protect themselves by providing the FTC identity theft hotline information: 877-438-4338; TTY: 1-866-653-4261 and on-line at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft).

#### **4. Contact Information**

Landmark remains dedicated to protecting the sensitive information in its control. If you have any questions or need additional information, please do not hesitate to contact me at [Jennifer.Stegmaier@wilsonelser.com](mailto:Jennifer.Stegmaier@wilsonelser.com) or 312-821-6167.

Very truly yours,

**Wilson Elser Moskowitz Edelman & Dicker LLP**



Jennifer S. Stegmaier

# **Exhibit A**

## **Collective copies of Landmark's Current Substitute Notice and Media Release**

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55 West Monroe Street, Suite 3800 • Chicago, IL 60603 • p 312.704.0550 • f 312.704.1522

Alabama • Albany • Atlanta • Austin • Baltimore • Beaumont • Boston • Chicago • Dallas • Denver • Edwardsville • Garden City • Hartford • Houston  
Indiana • Kentucky • Las Vegas • London • Los Angeles • Miami • Michigan • Milwaukee • Mississippi • Missouri • Nashville • New Jersey • New Orleans  
New York • Orlando • Philadelphia • Phoenix • San Diego • San Francisco • Sarasota • Stamford • Virginia • Washington, DC • Wellington • White Plains

**wilsonelser.com**



## Notice of Data Breach

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Based on these findings, Landmark began reviewing the affected systems to identify the specific individuals and the types of information that may have been compromised. While this process remains ongoing, Landmark will notify affected individuals by mail as the information becomes available.

**What Information Was Involved?** Based on the investigation, the following information related to potentially impacted individuals may have been subject to unauthorized access: first name/initial and last name; address; Social Security number; tax identification number; driver’s license number/state-issued identification card; passport number; financial account number; medical information; date of birth; health insurance policy number; and life and annuity policy information.

Please note that the information above varies for each potentially impacted individual. Affected individuals will be notified by mail of information that was impacted.

**What We Are Doing?** Data privacy and security is among Landmark’s highest priorities, and we are committed to doing everything we can to protect the privacy and security of the personal information in our care. Upon discovery of the Incident, Landmark moved quickly to investigate and respond to the Incident and assessed the security of its systems. Specifically, Landmark engaged a specialized cybersecurity firm and IT personnel to conduct a forensic investigation to determine the nature and scope of the Incident. Additionally, Landmark took steps to enhance security measures, and took steps and will continue to take steps to mitigate the risk of future harm.

### **What You Can Do:**

We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious or unauthorized activity. Additionally, security experts suggest that you contact your financial institution and all major credit bureaus to inform them of such a breach and then take whatever steps are recommended to protect your interests, including the possible placement of a fraud alert on your credit file. Please review the enclosed *Steps You Can Take to Help Protect Your Information*, to learn more about how to protect against the possibility of information misuse.

**Other Important Information:**

If you have questions about the Incident not addressed in this notice please call the help line at 1-844-428-5109 and representatives are available for 90 days from the date of this letter to assist you between the hours of 8:00 a.m. to 8:00 p.m. Eastern time, Monday through Friday excluding U.S. holidays.

Landmark sincerely regrets any concern or inconvenience this matter may cause and remains dedicated to ensuring the privacy and security of all information in our control.

Sincerely,

A handwritten signature in blue ink, appearing to read "Thomas A. Munson", with a long horizontal flourish extending to the right.

Thomas A. Munson, President  
Landmark Admin, LLC

## Steps You Can Take to Help Protect Your Information

**Credit Reports:** You may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your free credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com), or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

**Fraud Alerts:** You can place fraud alerts with the three credit bureaus by phone or online. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. As of September 21, 2018, initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years.

### Experian

P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742

[www.experian.com/fraud/center.html](http://www.experian.com/fraud/center.html)

### TransUnion

P.O. Box 2000  
Chester, PA 19016  
1-800-680-7289

[www.transunion.com/fraud-alerts](http://www.transunion.com/fraud-alerts)

### Equifax

P.O. Box 105069  
Atlanta, GA 30348  
1-800-525-6285

<https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/>

**Monitoring:** You should always remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and by monitoring your credit report for suspicious or unusual activity.

**Security Freeze:** You have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse or a minor under the age of 16, 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. As of September 21, 2018, it is free to place, lift, or remove a security freeze. You may also place a security freeze for children under the age of 16. You may obtain a free security freeze by contacting any one or more of the following national consumer reporting agencies:

### Experian

P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742

[www.experian.com/freeze/center.html](http://www.experian.com/freeze/center.html)

### TransUnion

P.O. Box 160  
Woodlyn, PA 19094  
1-888-909-8872

[www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze)

### Equifax

P.O. Box 105788  
Atlanta, GA 30348-5788  
1-888-298-0045

<https://www.equifax.com/personal/credit-report-services/credit-freeze/>

**File Police Report:** You have the right to file or obtain a police report if you experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide proof that you have been a victim. A police report is often required to dispute fraudulent items. You can generally report suspected incidents of identity theft to local law enforcement or to the Attorney General.

**FTC and Attorneys General:** You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580, [www.identitytheft.gov](http://www.identitytheft.gov), 1-877-ID-THEFT (1-877-438-4338), 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. You can obtain further information on how to file such a complaint

by way of the contact information listed above. Instances of known or suspected identity theft should also be reported to law enforcement.

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**For residents of Iowa:** State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

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**For residents of Massachusetts:** It is required by state law that you are informed of your right to obtain a police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

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**For residents of New Mexico:** State law advises you to review personal account statements and credit reports, as applicable, to detect errors resulting from the security breach. You have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from violators. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act at [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf) or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

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**For residents of Oregon:** State law advises you to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

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**For residents of Rhode Island:** It is required by state law that you are informed of your right to file or obtain a police report in regard to this incident.

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**For residents of Arizona, Colorado, District of Columbia, Illinois, Maryland, New York, North Carolina, and Rhode Island:** You can obtain information from the Offices of the Attorney General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

**Federal Trade Commission** - Consumer Response Center: 600 Pennsylvania Ave, NW, Washington, DC 20580; 1-877-IDTHEFT (438-4338); [www.identitytheft.gov](http://www.identitytheft.gov)

**Arizona Office of the Attorney General** Consumer Protection & Advocacy Section, 2005 North Central Avenue, Phoenix, AZ 85004 1-602-542-5025

**Colorado Office of the Attorney General** Consumer Protection 1300 Broadway, 9th Floor, Denver, CO 80203 1-720-508-6000 [www.coag.gov](http://www.coag.gov)

**District of Columbia Office of the Attorney General** – Office of Consumer Protection: 400 6th Street, NW, Washington, DC 20001; 202-727-3400; [www.oag.dc.gov](http://www.oag.dc.gov)

**Illinois office of the Attorney General** - 100 West Randolph Street, Chicago, IL 60601; 1-866-999-5630; [www.illinoisattorneygeneral.gov](http://www.illinoisattorneygeneral.gov)

**Maryland Office of the Attorney General** - Consumer Protection Division: 200 St. Paul Place, 16<sup>th</sup> floor, Baltimore, MD 21202; 1-888-743-0023; [www.oag.state.md.us](http://www.oag.state.md.us)

**New York Office of Attorney General** - Consumer Frauds & Protection: The Capitol, Albany, NY 12224; 1-800-771-7755; <https://ag.ny.gov/consumer-frauds/identity-theft>

**North Carolina Office of the Attorney General** - Consumer Protection Division: 9001 Mail Service Center, Raleigh, NC 27699; 1-877-566-7226; [www.ncdoj.com](http://www.ncdoj.com)

**Rhode Island Office of the Attorney General** - Consumer Protection: 150 South Main St., Providence RI 02903; 1-401-274-4400; [www.riag.ri.gov](http://www.riag.ri.gov)

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**LANDMARK ADMIN LLC PROVIDES NOTICE OF DATA PRIVACY EVENT**

**Brownwood, Texas – June 26, 2024 – PR Newswire** - Landmark Admin, LLC (“Landmark”), is providing notice of a recent data security incident. Landmark is a third-party administrator for life insurance carriers and may have received certain personal information from producers, insureds, policy owners or policy beneficiaries for insurance policies which Landmark administered.

**What Happened?**

On or about May 13, 2024, Landmark detected suspicious activity on its system and later learned that an unauthorized third party accessed its network. Upon discovery of this incident, Landmark immediately disconnected indicated systems and remote access to the network and promptly engaged a specialized third-party cybersecurity firm and IT personnel to assist with securing the environment, as well as to conduct a comprehensive forensic investigation to determine the nature and scope of the incident. While the forensic investigation remains ongoing, Landmark found evidence to suggest some of its files may have been compromised by an unauthorized third-party.

Based on these findings, Landmark began reviewing the affected systems to identify the specific individuals and the types of information that may have been compromised.

**What Information Was Impacted?**

The following information may have been subject to unauthorized access: first name/initial and last name; address; Social Security number; tax identification number; driver’s license number/state-issued identification card; passport number; financial account number; medical information; date of birth; health insurance policy number; and life and annuity policy information.

The information varies by individual. Affected individuals will be notified by mail of information that was impacted.

**What Remediation Measures Were Taken?**

Landmark takes the privacy and security of personal information seriously. Since the discovery, Landmark moved quickly to investigate and secure its systems. Landmark has taken steps to further enhance its network security, and took steps, and will continue to take steps, to mitigate the risk of future harm.

**What Steps Can Individuals Take?**

Landmark encourages everyone to remain vigilant against incidents of identity theft by reviewing their account statements and monitoring their credit reports for any suspicious activity. Individuals can obtain free copies of their credit reports by going to the following website: [www.annualcreditreport.com](http://www.annualcreditreport.com) or by calling them toll-free at 1-877-322-8228. (Hearing impaired consumers can access their TDD service at 1-877-730-4204.)

You can also obtain more information from the Federal Trade Commission (FTC) about identity theft and ways to protect yourself. The FTC has an identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information on-line at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft).

**Other Important Information:**

If you have questions about the Incident not addressed in this notice please call the help line at 1-844-428-5109 and representatives are available for 90 days from the date of this letter to assist you between the hours of 8:00 a.m. to 8:00 p.m. Eastern time, Monday through Friday excluding U.S. holidays.

Landmark sincerely regrets any concern or inconvenience this matter may cause and remains dedicated to ensuring the privacy and security of all information in our control.

Sincerely,

Landmark Admin, LLC