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New York
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June 14, 2024

VIA EMAIL

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

Dear Sir or Madam:

On behalf of Liaison International LLC ("Liaison"), and pursuant to the Personal Information Protection Act ("PIPA"), Md. CodeAnn. Comm. Law 14-3504, this letter provides notice of a recent data security incident. By providing this notice, Liaison does not waive any rights or defenses regarding the applicability of Maryland law, including the applicability of the Maryland data notification laws or personal jurisdiction.

On May 7, 2024, Liaison identified suspicious activity attributable to an unauthorized actor. Upon this discovery, Liaison immediately began an investigation and took measures to address and contain the situation. Liaison engaged leading data security and privacy teams, notified federal law enforcement, and took action within its environment, including proactively taking systems offline, changing passwords, identifying and isolating affected accounts, and conducting thorough scans of its network.

The investigation found that the unauthorized activity impacted a limited amount of Liaison data. Liaison analyzed this data and determined the identities of the individuals whose information was potentially involved and gathered contact information to notify them. There is currently no evidence that any information has been misused for identity theft or fraud in connection with the incident.

Upon becoming aware of the incident, Liaison immediately implemented additional measures, on top of its significant, existing protections, to further improve the security of its systems and practices. In doing so, Liaison implemented additional security protocols designed to protect its network, email environment, and systems, and is currently assessing the entirety of its information security program.

Liaison determined that the incident involved the personal information of eleven (11) Maryland residents. While the data elements varied by individual, the elements were limited to name, social security number, financial account information, and driver's license and/or passport number. Liaison is providing written notification, today, June 14, 2024, to impacted individuals, which includes an offer for twenty-four (24) months of cost-free credit monitoring. A sample

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copy of that individual notice is attached for your review.

Please feel free to contact me with any questions at (716) 898-2102 or dgreene@octillolaw.com.

Sincerely,

OCTILLO

A handwritten signature in black ink, appearing to read 'D. Greene', with a stylized flourish extending to the right.

Daniel P. Greene, Esq.

Certified Information Privacy Professional, United States (CIPP/US)

Certified Information Privacy Professional, Europe (CIPP/E)

Encl.



Return Mail Processing
PO Box 999
Suwanee, GA 30024

7 1 1499 *****SNGLP

SAMPLE A. SAMPLE - L01



APT ABC

123 ANY ST

ANYTOWN, US 12345-6789



June 14, 2024

[Extra2]

Dear Sample A. Sample,

I am writing to inform you that we, Liaison International LLC (“Liaison” or “we”) recently experienced a data incident (“Incident”) which involved your personal information (“Information”). This letter provides you with information about this Incident, our response, steps you can take, and if necessary, information on where to direct your questions. Additionally, although we are unaware of any fraud or identity theft in relation to the Incident, as a precaution we have also provided steps you can take to protect your Information.

What Happened?

On May 7, 2024, Liaison identified suspicious activity attributable to an unauthorized actor. Upon this discovery, we immediately began an investigation and took measures to address and contain the situation. We engaged leading data security and privacy teams, notified federal law enforcement, and took action within our environment, including proactively taking systems offline, changing passwords, identifying and isolating affected accounts, and conducting thorough scans of our network.

The investigation found that the unauthorized activity impacted a limited amount of Liaison data that may have included your Information. We analyzed the records involved to determine the identities of the individuals whose information was potentially involved and gathered contact information in order to send this notification. There is currently no evidence that any Information has been misused for identity theft or fraud in connection with this Incident.

What Information Was Involved?

We determined that the following types of your Information may have been impacted: name, [Extra1].

What We Are Doing.

Upon becoming aware of the Incident, we immediately implemented additional measures, on top of our significant, existing protections, to further improve the security of our systems and practices. We worked with leading data security and privacy professionals to aid in our response and reported this Incident to federal law enforcement. We also implemented additional security protocols designed to protect our network, email environment, and systems, and are currently assessing the entirety of our information security program.

What Can You Do?

To help protect your identity, we are offering complimentary access to credit monitoring services through Experian IdentityWorksSM for twenty-four (24) months.

To activate your membership and start monitoring your personal information, please follow the steps below:

- **Enroll** by September 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 or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 1-855-535-2743 Monday through Friday 6 a.m. to 6 p.m. Pacific by September 30, 2024. Be prepared to provide engagement number B124414 as proof of eligibility for the identity restoration services by Experian.

Once you enroll, credit monitoring services are available to you at no cost for twenty-four (24) months. Although we are unaware of any fraud or identity theft related to this Incident, it is always recommended that you remain vigilant, regularly monitor free credit reports, review account statements, and report any suspicious activity to financial institutions. Please also review the "Additional Resources" section included with this letter, which outlines other resources you can utilize to protect your Information.

For More Information.

We take this Incident and the security of information in our care seriously. If you have further questions or concerns, or would like an alternative to enrolling online, please call 1-855-535-2743 toll-free between 6 a.m. to 6 p.m. Pacific, Monday through Friday (excluding major US holidays).

Sincerely,



Jim Pluntze
Chief Financial Officer

Encl.

ADDITIONAL RESOURCES

Contact information for the three nationwide credit reporting agencies:

Equifax, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111

Experian, PO Box 2104, Allen, TX 75013, www.experian.com, 1-888-397-3742

TransUnion, PO Box 2000, Chester, PA 19022, www.transunion.com, 1-800-888-4213

Free Credit Report. It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring your credit report for unauthorized activity. You may obtain a copy of your credit report, free of charge, once every twelve (12) months from each of the three nationwide credit reporting agencies.

To order your annual free credit report please visit 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 from the U.S. Federal Trade Commission's ("FTC") website at www.consumer.ftc.gov) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, and Vermont residents: You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

Fraud Alert. You may place a fraud alert in your file by calling one of the three nationwide credit reporting agencies above. 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.

Security Freeze. You may obtain a security freeze on your credit report, free of charge, to protect your privacy and ensure that credit is not granted in your name without your knowledge. You may also submit a declaration of removal to remove information placed in your credit report as a result of being a victim of identity theft. You have a right to place a security freeze on your credit report, free of charge, or submit a declaration of removal pursuant to the Fair Credit Reporting and Identity Security Act.

The security freeze will prohibit a consumer reporting agency from releasing any information in your credit report without your express authorization or approval. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. When you place a security freeze on your credit report, you will be provided with a personal identification number, password, or similar device to use if you choose to remove the freeze on your credit report or to temporarily authorize the release of your credit report to a specific party or parties or for a specific period of time after the freeze is in place.

To place a security freeze on your credit report, you may be able to use an online process, an automated telephone line, or a written request to any of the three credit reporting agencies listed above. 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, and display your name, current mailing address, and the date of issue.

Federal Trade Commission and State Attorneys General Offices. If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or avoid identity theft.

You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, www.ftc.gov/bcp/edu/microsites/idtheft/, 1-877-IDTHEFT (438-4338).

For Alabama Residents: You may contact the Attorney General's Office for the State of Alabama, Consumer Protection Division, 501 Washington Avenue, Montgomery, AL 36104, www.oag.state.md.us, 1-800-392-5658.

For California Residents: Visit the California Office of Privacy Protection (www.oag.ca.gov/privacy) for additional information on protection against identity theft. Office of the Attorney General of California, 1300 I Street, Sacramento, CA 95814, Telephone: 1-800-952-5225. This notification was not delayed as a result of any law enforcement investigation.

For Colorado Residents: You can obtain information from the federal trade commission and the credit reporting agencies about fraud alerts and security freezes.

For Connecticut residents: You may contact the Connecticut Office of the Attorney General, 165 Capitol Avenue, Hartford, CT 06106, 1-860-808-5318, www.ct.gov/ag.

For Illinois Residents: You can obtain information from the credit reporting agencies and the Federal Trade Commission about fraud alerts and security freezes (contact information above). You may contact the Illinois Office of the Attorney General, 100 West Randolph Street, Chicago, IL 60601, https://illinoisattorneygeneral.gov/about/email_ag.jsp, 1-800-964-3013.

For Iowa Residents: You may contact the Iowa Office of the Attorney General, 1305 E. Walnut Street, Des Moines IA 50319, consumer@ag.iowa.gov, 1-888-777-4590.

For Kansas Residents: You may contact the Kansas Office of the Attorney General, Consumer Protection Division, 120 SW 10th Ave, 2nd Floor, Topeka, KS 66612-1597, <https://ag.ks.gov/>, 1-800-432-2310.

For Kentucky Residents: You may contact the Kentucky Office of the Attorney General, Consumer Protection Division, 1024 Capital Center Drive, Suite 200, Frankfort, Kentucky 40601, www.ag.ky.gov, 1-800-804-7556.

For Maryland Residents: You may obtain information about steps you can take to avoid identity theft from the Federal Trade Commission (contact information above) and the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, www.marylandattorneygeneral.gov, 1-888-743-0023.

For Massachusetts Residents: You may contact the Office of the Massachusetts Attorney General, 1 Ashburton Place, Boston, MA 02108, 1-617-727-8400, www.mass.gov/ago/contact-us.html.

For Minnesota Residents: You may contact the Minnesota Office of the Attorney General, 445 Minnesota Street, Suite 1400, St. Paul, MN 55101, www.ag.state.mn.us, 1-800-657-3787.

For Missouri Residents: You may contact the Missouri Office of the Attorney General, Consumer Protection, 207 W. High St., P.O. Box 899, Jefferson City, MO 65102, www.ago.mo.gov, 1-800-392-8222.

For Nevada Residents: You may contact the Nevada Office of the Attorney General, Bureau of Consumer Protection, 100 N. Carson St, Carson City, NV 89701, www.ag.nv.gov, 1-702-486-3132.

For New Mexico Residents: Consumers have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in their credit file has been used against them, the right to know what is in their credit file, the right to ask for their credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting bureaus must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to consumers' files is limited; consumers must give consent for credit reports to be provided to employers; consumers may limit "prescreened" offers of credit and insurance based on information in their credit report; and consumers may seek damages from violators. Consumers 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 consumers to review their rights pursuant to the Fair Credit Reporting Act by visiting 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.

For New York Residents: You may obtain information regarding security breach response and identity theft prevention and protection information from the Federal Trade Commission (contact information above) and the New York Office of the Attorney General, Office of the Attorney General, The Capitol, Albany, NY 12224-0341, <https://ag.ny.gov>, 1-800-771-7755.

For North Carolina Residents: You may obtain information about preventing identity theft from the Federal Trade Commission (contact information above) and the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Main Service Center, Raleigh, NC 27699-9001, www.ncdoj.gov, 1-877-566-7266 or 1-919-716-6400.

For Oregon Residents: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, www.doj.state.or.us/, Telephone: 1-877-877-9392.

For Pennsylvania Residents: You may contact the Pennsylvania Office of the Attorney General, Bureau of Consumer Protection, 15th Floor, Strawberry Square, Harrisburg, PA 17120, www.attorneygeneral.gov, 1-800-441-2555.

For Rhode Island Residents: You may contact the Rhode Island Office of the Attorney General, Consumer Protection Division, 150 South Main Street, Providence, RI 02903, www.riag.ri.gov, 1-401-274-4400.

For Texas Residents: You may contact the Texas Office of the Attorney General, Office of the Attorney General, PO Box 12548, Austin, TX 78711-2548, www.texasattorneygeneral.gov, 1-800-621-0508.

For Wyoming Residents: This notification was not delayed as a result of any law enforcement investigation.

Reporting of identity theft and obtaining a police report. You have the right to obtain any police report filed in the United States in regard to this incident. If you are the victim of fraud or identity theft, you also have the right to file a police report.

For Iowa Residents: You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

For Massachusetts Residents: You have the right to obtain a police report if you are a victim of identity theft.

For North Carolina Residents: You are advised to report any suspected identity theft to law enforcement or to the North Carolina Attorney General.

For Oregon Residents: You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.

[Extra3]