



MULLEN  
COUGHLIN<sup>LLC</sup>  
ATTORNEYS AT LAW

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

June 14, 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](mailto:idtheft@oag.state.md.us)

**Re: Notice of Data Event**

To Whom It May Concern:

We represent Sirva, Inc. (“Sirva”) located at 17W110 West 22nd Street, Oakbrook Terrace, IL 60181. Sirva is a provider of moving and relocation services for other entities. We are writing on behalf of Sirva and the impacted data owners, who are clients of Sirva, Inc., to notify your office of an event that may affect the security of certain personal information relating to Maryland residents. The investigation into this matter is ongoing and as such this notice will be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, Sirva 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**

Sirva became aware of suspicious activity involving its network and immediately began an investigation. The investigation determined that certain Sirva systems were accessed by unknown actors between August 16, 2023 and October 17, 2023, and during this time certain files were copied. Sirva then undertook a thorough review of the potentially involved data to identify its contents and to whom it relates. Due to the complexity of this dataset this review is ongoing.

On March 21, 2024, Sirva received the preliminary results of the ongoing data mining review. The results identified some personal information relating to individuals associated with Sirva and certain Sirva clients. Sirva moved quickly to determine whether this information constituted protected information under relevant laws and to effectuate notice, where appropriate, to the identified individuals and Sirva clients. The steps taken included reviewing its internal records and working with third-party vendors and its impacted clients to enrich and validate the data for purposes of providing notice. On or around June 12, 2024, Sirva confirmed that personal data relating to

approximately five (5) Maryland residents resided in the impacted dataset including name and Social Security number.

This notice may be supplemented to provide additional information relating to notice to Maryland residents upon completion of Sirva's investigation.

### **Notice to Maryland Residents**

On June 14, 2024, Sirva began providing written notice of this incident to approximately five (5) Maryland residents on its own behalf and on behalf of its impacted clients. These notice recipients were provided access to 12 months of credit monitoring services. Written notice to US residents is being provided in substantially the same form as the letter attached as ***Exhibit A***.

### **Other Steps Taken and To Be Taken**

Sirva takes this event and the security of information in its care very seriously. Upon becoming aware of the suspicious activity, Sirva moved immediately to investigate and respond. The investigation included confirming the security of the network, reviewing the relevant files and systems, notifying potentially involved business partners/customers, and notifying federal law enforcement and regulators, as applicable. As part of its ongoing commitment to the privacy and the security of information in its care, Sirva is also continuing to enhance the security of its environment and reviewing its existing policies and procedures.

Sirva is providing access to credit monitoring services through Kroll to individuals who have been notified of this event, at no cost to these individuals, where appropriate and in accordance with state law requirements. Sirva has also established a dedicated call center to assist the notice recipient with any questions or concerns regarding the event.

Additionally, Sirva is providing individuals with guidance on how to better protect against identity theft and fraud, including advising individuals to report any suspected incidents of identity theft or fraud to the appropriate authorities. Sirva 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.

Sirva is providing written notice of this incident to relevant state and federal 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 this incident, please contact us at (267) 930-4799.

Very truly yours,

Sian M. Schafle of  
MULLEN COUGHLIN LLC

# **EXHIBIT A**



<<Date>> (Format: Month Day, Year)

<<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>  
<<address\_1>>  
<<address\_2>>  
<<city>>, <<state\_province>> <<postal\_code>>  
<<country>>

### <<b2b\_text\_3(NOTICE OF DATA BREACH )>>

Dear <<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>:

Sirva, Inc. (“Sirva”) is a provider of moving and relocation services for other entities, including <<b2b\_text\_1[Data Controller/Owner Name]>>. We are writing to make you aware of an incident that involved some of your personal information which we received and processed on behalf of <<b2b\_text\_1[Data Controller/Owner Name]>> as part of the services we provide to <<b2b\_text\_1[Data Controller/Owner Name]>>.

**What Happened?** Sirva became aware of suspicious activity involving our network and immediately began an investigation. The investigation determined that certain Sirva systems were accessed by unknown actors between August 16, 2023 and October 17, 2023, and during this time certain files were copied. We then undertook a thorough review of the potentially involved data to identify its contents and to whom it relates. The ongoing review identified some information related to you.

**What Information Was Involved?** Our ongoing review identified your <<b2b\_text\_2(name, data elements)>>.

**What We Are Doing.** We take this event and the security of information in our care very seriously. Upon becoming aware of the suspicious activity, we moved immediately to investigate and respond. The investigation actions included steps to assess and secure our network and continue our normal business operations, review the relevant involved files, notify potentially involved clients and associated individuals, and notify federal law enforcement and regulators, as applicable. As part of our ongoing commitment to the privacy and the security of our environment, we are also reviewing our existing policies and procedures.

Sirva is offering you access to twelve (12) months of complimentary monitoring services through Kroll. Please note that these services may identify results linked to other events which have no connection with this incident. If you wish to activate these services, you may follow the instructions included in the attached *Steps You Can Take to Help Protect Your Personal Information*.

**What You Can Do.** Sirva encourages you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring free credit reports for suspicious activity and to detect errors particularly over the next 12 to 24 months. Suspicious activity should be promptly reported to relevant parties including an insurance company and/or financial institution.

Additional resources can be found below, and in the attached *Steps You Can Take to Help Protect Your Personal Information*. You may also activate the complimentary monitoring services being offered.

**For More Information.** If you have additional questions, you may contact our dedicated assistance line toll-free at (866) 528-7586. This toll-free line is available 24 hours a day, 7 days a week. You may also write to Sirva, Inc. at 17W110 West 22nd Street, Oakbrook Terrace, IL 60181.

Sincerely,

Sirva, Inc.

## Steps You Can Take To Help Protect Your Personal Information

### Activate Identity Monitoring Services

You have been provided with access to the following services from Kroll:

#### **Single Bureau Credit Monitoring**

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

#### **Fraud Consultation**

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

#### **Identity Theft Restoration**

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Visit <https://enroll.krollmonitoring.com> to activate and take advantage of your identity monitoring services.

*You have until <<b2b\_text\_6(activation deadline)>> to activate your identity monitoring services.*

Membership Number: <<Membership Number s\_n>>

For more information about Kroll and your Identity Monitoring services, you can visit [info.krollmonitoring.com](http://info.krollmonitoring.com).

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.

To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

### 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](http://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.

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:

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

### **Additional Information**

As a best practice, consumers should change all passwords to their personal accounts on a regular basis, use strong passwords, and refrain from using the same password for multiple accounts. Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps they can take to protect their 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](http://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 District of Columbia residents*, the District of Columbia Attorney General may be contacted at: 400 6th Street, NW, Washington, D.C. 20001; (202) 727-3400; and <https://oag.dc.gov>.

*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/>.

*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](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.

*For New York residents*, the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov>.

*For North Carolina residents*, the North Carolina Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; (919) 716-6400; and [www.ncdoj.gov](http://www.ncdoj.gov).

*For Rhode Island residents*, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; [www.riag.ri.gov](http://www.riag.ri.gov); and (401) 274-4400. Under Rhode Island law, individuals have the right to obtain any police report filed in regard to this event. There are approximately 3 Rhode Island residents that may be impacted by this event.



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Sian M. Schafle  
Office: (267) 930-4799  
Fax: (267) 930-4771  
Email: [sschafle@mullen.law](mailto:sschafle@mullen.law)

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

November 8, 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](mailto:idtheft@oag.state.md.us)

**Re: Supplemental Notice of Data Event**

To Whom It May Concern:

We continue represent Sirva, Inc. ("Sirva") located at 17W110 West 22nd Street, Oakbrook Terrace, IL 60181. We are supplementing Sirva's previous notice to your office on June 14, 2024 and are writing on behalf of Sirva and the impacted data owners (Sirva, Inc. clients). The investigation into this matter is ongoing and as such this notice will be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, Sirva 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.

As detailed in our prior notice to your office, Sirva began providing notice of this event to residents within Maryland on June 14, 2024. Subsequently, as additional information became available, Sirva provided written notice to an additional one (1) Maryland resident on its own behalf and on behalf of its impacted clients on November 8, 2024, in substantially the same form as the letter attached here as ***Exhibit A***. Sirva's investigation determined that the involved systems may have contained personal information as defined by Maryland law including name and financial account information.

Should you have any questions regarding this notification or other aspects of this incident, please contact us at (267) 930-4799.

Very truly yours,

Sian M. Schafle of  
MULLEN COUGHLIN LLC

[Mullen.law](http://Mullen.law)

# **EXHIBIT A**



<<Date>> (Format: Month Day, Year)

<<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>  
<<address\_1>>  
<<address\_2>>  
<<city>>, <<state\_province>> <<postal\_code>>  
<<country>>

### <<b2b\_text\_3(NOTICE OF DATA BREACH )>>

Dear <<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>:

Sirva, Inc. (“Sirva”) is a provider of moving and relocation services for other entities, including <<b2b\_text\_1[Data Controller/Owner Name]>>. We are writing to make you aware of an incident that involved some of your personal information which we received and processed on behalf of <<b2b\_text\_1[Data Controller/Owner Name]>> as part of the services we provide to <<b2b\_text\_1[Data Controller/Owner Name]>>.

**What Happened?** Sirva became aware of suspicious activity involving our network and immediately began an investigation. The investigation determined that certain Sirva systems were accessed by unknown actors between August 16, 2023 and October 17, 2023, and during this time certain files were copied. We then undertook a thorough review of the potentially involved data to identify its contents and to whom it relates. The ongoing review identified some information related to you.

**What Information Was Involved?** Our ongoing review identified your <<b2b\_text\_2(name, data elements)>>.

**What We Are Doing.** We take this event and the security of information in our care very seriously. Upon becoming aware of the suspicious activity, we moved immediately to investigate and respond. The investigation actions included steps to assess and secure our network and continue our normal business operations, review the relevant involved files, notify potentially involved clients and associated individuals, and notify federal law enforcement and regulators, as applicable. As part of our ongoing commitment to the privacy and the security of our environment, we are also reviewing our existing policies and procedures.

Sirva is offering you access to twelve (12) months of complimentary monitoring services through Kroll. Please note that these services may identify results linked to other events which have no connection with this incident. If you wish to activate these services, you may follow the instructions included in the attached *Steps You Can Take to Help Protect Your Personal Information*.

**What You Can Do.** Sirva encourages you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring free credit reports for suspicious activity and to detect errors particularly over the next 12 to 24 months. Suspicious activity should be promptly reported to relevant parties including an insurance company and/or financial institution.

Additional resources can be found below, and in the attached *Steps You Can Take to Help Protect Your Personal Information*. You may also activate the complimentary monitoring services being offered.

**For More Information.** If you have additional questions, you may contact our dedicated assistance line toll-free at (866) 528-7586. This toll-free line is available 24 hours a day, 7 days a week. You may also write to Sirva, Inc. at 17W110 West 22nd Street, Oakbrook Terrace, IL 60181.

Sincerely,

Sirva, Inc.

## Steps You Can Take To Help Protect Your Personal Information

### Activate Identity Monitoring Services

You have been provided with access to the following services from Kroll:

#### **Single Bureau Credit Monitoring**

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

#### **Fraud Consultation**

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

#### **Identity Theft Restoration**

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Visit <https://enroll.krollmonitoring.com> to activate and take advantage of your identity monitoring services.

*You have until <<b2b\_text\_6(activation deadline)>> to activate your identity monitoring services.*

Membership Number: <<Membership Number s\_n>>

For more information about Kroll and your Identity Monitoring services, you can visit [info.krollmonitoring.com](http://info.krollmonitoring.com).

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.

To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

### 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](http://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.

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:

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

### **Additional Information**

As a best practice, consumers should change all passwords to their personal accounts on a regular basis, use strong passwords, and refrain from using the same password for multiple accounts. Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps they can take to protect their 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](http://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 District of Columbia residents*, the District of Columbia Attorney General may be contacted at: 400 6th Street, NW, Washington, D.C. 20001; (202) 727-3400; and <https://oag.dc.gov>.

*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/>.

*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](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.

*For New York residents*, the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov>.

*For North Carolina residents*, the North Carolina Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; (919) 716-6400; and [www.ncdoj.gov](http://www.ncdoj.gov).

*For Rhode Island residents*, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; [www.riag.ri.gov](http://www.riag.ri.gov); and (401) 274-4400. Under Rhode Island law, individuals have the right to obtain any police report filed in regard to this event. There are approximately 3 Rhode Island residents that may be impacted by this event.