



**Orrick, Herrington & Sutcliffe LLP**

401 Union St  
Suite 3300  
Seattle, WA 98101

+1 206-839-4300

**orrick.com**

**Joseph Santiestesban**

E JSantiesteban@orrick.com

D +1 206-839-4300

F +1 206-839-4301

June 18, 2024

**BY EMAIL**

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

RE: Notice of Security Event Relating to Maryland Residents / The Boxoffice Company

Dear Attorney General:

We are writing on behalf of our client, The Boxoffice Company (the “Company”) to notify you of a security event. On April 4, 2024, the Company identified a disruption to its services related to a compromise of some its systems. Upon detection, the Company promptly took steps to stop the unauthorized activity and took certain systems offline. The Company began an investigation with assistance from a cybersecurity firm and a ransom note was found. The Company also notified law enforcement. The Company has contained the unauthorized activity and not identified any new unauthorized activity since April 4, 2024.

During the event, the unauthorized actor downloaded some Company files. Once the Company identified the affected information, the Company began a process to determine whether any personal information was affected and to whom it relates. The Company recently determined that personal information was in the affected systems and was downloaded on April 4, 2024. The Company has been working to identify the specific information involved, to whom it belongs, and their contact information. Affected information may include passport and Social Security Number.

The Company is committed to safeguarding its systems and information. The Company has taken steps to deploy additional safeguards onto its systems, including reinforcing its security, authentication, and verification practices, reviewing its systems to enhance security monitoring and controls.

As the Company worked to identify the affected information, all potentially impacted Company personnel were informed of the event on April 19, 2024 and provided with an offer of two years of complimentary credit monitoring and identify restoration services. The information of approximately 5 Maryland residents was affected in the incident. The Company began notifying Maryland residents via U.S. postal mail and e-mail on June 18, 2024. A sample notice is attached as Attachment A.

Maryland Attorney General

June 18, 2024

Page 2

If your office requires any further information in this matter, please contact me at +1 206-839-4300 or JSantiesteban@orrick.com.

Sincerely,

A handwritten signature in black ink, appearing to be 'JS' followed by a stylized flourish.

Joseph Santiesteban

Partner

Orrick, Herrington, & Sutcliffe, LLP



Return Mail Processing  
PO Box 589  
Claysburg, PA 16625-0589

June 18, 2024

L4697-L04-0000001 T00001 P001 \*\*\*\*\*SCH 5-DIGIT 12345

SAMPLE A SAMPLE - L04

APT ABC

123 ANY STREET

ANYTOWN, FC 1A2 B3C

COUNTRY



Re: Notice of [Extra2]

Sample A. Sample

We are writing to inform you that some of your personal information was recently impacted when we were the victim of a cybersecurity attack. Please read this notice carefully, as it provides up-to-date information on what happened and what we are doing, as well as information on how you can obtain complimentary credit monitoring.

### What happened?

On April 4, 2024, The Boxoffice Company identified a disruption to our services related to a compromise of some of our systems. Once we identified the unauthorized activity, we promptly took steps to shut it down and successfully ejected the unauthorized actor from our environment. A forensic firm was engaged to investigate what happened and what data may have been affected. We also notified law enforcement and are working to add further protections to harden our systems.

### What personal information was involved?

During the incident, the unauthorized actor downloaded some company files. Once we identified the affected files, we began a process to determine whether any personal information was affected and to whom it relates.

We recently determined that your [Extra1] was downloaded on April 4, 2024.

### What we are doing:

We are working with cybersecurity experts to deploy additional safeguards onto our systems, including rotating credentials, reinforcing our security practices, and actively reviewing our systems to enhance security monitoring and controls. The Company has also rebuilt the entire environment in a new cloud infrastructure with significant security and operational improvements.

We are also offering you a complimentary 24-month membership to Experian IdentityWorks, which provides you with identity detection and resolution of identity theft.

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

- Ensure that you **enroll by**: September 30, 2024 (Your code will not work after this date.)
- Visit the Experian website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code**: ABCDEFGHI

0000001



Please see Attachment A for additional details regarding these services. **You must enroll by September 30, 2024, to receive these services.**

**What you can do:**

It is always a good idea to remain vigilant against threats of identity theft or fraud and to regularly review and monitor your account statements and credit history for any signs of unauthorized transactions or activity. You can also enroll in the Experian service being offered to you. Additional information about how to protect your identity and personal information is contained in Attachment B in this mailing.

**For more information:**

A dedicated call center is also being set up to answer your questions about this incident. You may call it toll free at 1-833-931-5888, Monday through Friday 9 a.m. to 9 p.m. ET (excluding major U.S. holidays).

Sincerely,

Stan Ruskowski  
President, The Boxoffice Company

Encs. Attachment A  
Attachment B

**Attachment A – ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN  
IDENTITYWORK MEMBERSHIP**

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 1-833-931-5888 by September 30, 2024. Be prepared to provide engagement number B120302 as proof of eligibility for the Identity Restoration services by Experian.

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.\*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

\* Offline members will be eligible to call for additional reports quarterly after enrolling.

\*\* The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.



## **Attachment B – MORE INFORMATION ABOUT IDENTITY PROTECTION**

### **INFORMATION ON OBTAINING A FREE CREDIT REPORT**

U.S. residents are entitled under U.S. law to one free credit report annually from each of the three major credit bureaus. To order your free credit reports, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll-free (877) 322-8228.

### **INFORMATION ON IMPLEMENTING A FRAUD ALERT OR SECURITY FREEZE**

You can contact the three major credit bureaus at the addresses below to place a fraud alert on your credit report. A fraud alert indicates to anyone requesting your credit file that you suspect you are a possible victim of fraud. A fraud alert does not affect your ability to get a loan or credit. Instead, it alerts a business that your personal information might have been compromised and requires that business to verify your identity before issuing you credit. Although this may cause some short delay if you are the one applying for the credit, it might protect against someone else obtaining credit in your name.

A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit, mortgages, employment, housing, or other services. A credit reporting agency may not charge you to place, temporarily lift, or permanently remove a security freeze.

To place a fraud alert or security freeze on your credit report, you must contact the three credit bureaus below:

| <b>Equifax</b>                                       | <b>Experian</b>                                        | <b>TransUnion</b>                                          |
|------------------------------------------------------|--------------------------------------------------------|------------------------------------------------------------|
| Consumer Fraud Division                              | Credit Fraud Center                                    | TransUnion LLC                                             |
| P.O. Box 740256                                      | P.O. Box 9554                                          | P.O. Box 2000                                              |
| Atlanta, GA 30374                                    | Allen, TX 75013                                        | Chester, PA 19022-2000                                     |
| (888) 766-0008                                       | (888) 397-3742                                         | (800) 680-7289                                             |
| <a href="http://www.equifax.com">www.equifax.com</a> | <a href="http://www.experian.com">www.experian.com</a> | <a href="http://www.transunion.com">www.transunion.com</a> |

To request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, the addresses where you have lived over those prior five years;
5. Proof of current address such as a current utility bill or telephone bill; and
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, military identification, etc.).

You may also contact the U.S. Federal Trade Commission ("FTC") for further information on fraud alerts, security freezes, and how to protect yourself from identity theft. The FTC can be contacted at 400 7<sup>th</sup> St. SW, Washington, DC 20024; telephone +1 (877) 382-4357; or [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft).

## ADDITIONAL RESOURCES

Your state attorney general may also have advice on preventing identity theft, and you should report instances of known or suspected identity theft to law enforcement, your state attorney general, or the FTC.

**Colorado and Illinois residents:** You may obtain information from the Federal Trade Commission and the credit reporting agencies about fraud alerts and security freezes.

**Iowa Residents:** The Attorney General can be contacted at Office of Attorney General of Iowa, Hoover State Office Building, 1305 E. Walnut Street, Des Moines, Iowa 50319; +1 (515) 281-5164; [www.iowaattorneygeneral.gov](http://www.iowaattorneygeneral.gov).

**North Carolina Residents:** The Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001; +1 (877) 566-7226 (Toll-free within North Carolina); +1 (919) 716-6400; or [www.ncdoj.gov](http://www.ncdoj.gov).

**New Mexico Residents:** You have rights under the federal Fair Credit Reporting Act (FCRA), which governs the collection and use of information pertaining to you by consumer reporting agencies. For more information about your rights under the FCRA, please visit <https://www.consumer.ftc.gov/sites/default/files/articles/pdf/pdf-0096-fair-credit-reporting-act.pdf> or [www.ftc.gov](http://www.ftc.gov).

**New York Residents:** The Attorney General can be contacted at the Office of the Attorney General, The Capitol, Albany, NY 12224-0341; +1 (800)-771-7755; or [www.ag.ny.gov](http://www.ag.ny.gov).

**For Arizona, California, Iowa, Montana, New York, North Carolina, Washington and West Virginia 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 bureaus directly to obtain such additional report(s).

