

BakerHostetler

Baker & Hostetler LLP

312 Walnut Street
Suite 3200
Cincinnati, OH 45202-4074

T 513.929.3400
F 513.929.0303
www.bakerlaw.com

Joseph L. Bruemmer
direct dial: 513.929.3410
jbruemmer@bakerlaw.com

June 28, 2024

VIA E-MAIL (IDTHEFT@OAG.STATE.MD.US)

Office of the Attorney General
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202

Re: Incident Notification

Dear Sir or Madam:

We are writing on behalf of our client, Valcourt Building Services (“Valcourt”), to provide notice to your office concerning a security incident involving three Maryland residents. Valcourt is located at 4200 Research Forest Drive, Suite 400, The Woodlands, Texas 77381.

Valcourt recently completed an investigation into an incident involving unauthorized access to certain employee email accounts. Upon learning of the incident, Valcourt immediately implemented its incident response procedures, took measures to secure the accounts, and launched an investigation, and a cybersecurity firm was engaged.

The evidence showed there was unauthorized access to certain employee email accounts at various times between January 19, 2024 and February 28, 2024. Certain other employee email accounts were accessed prior to October 16, 2023, but the evidence did not show the exact timeframe. Valcourt reviewed the contents of the accounts and, on June 13, 2024, determined that an email or document contained the names and one or more of the following data elements for three Maryland residents: Social Security number, driver’s license number, alien registration number; passport number; other government-issued identification number; financial account number; payment card number; health information; health insurance information; and/or username and password to an online account.

Today, June 28, 2024, Valcourt is mailing a notification letter via First Class mail to the involved Maryland residents in accordance with Md. Code Ann., Com. Law. § 14-3504. A sample copy of the notification letter is enclosed. Valcourt is offering the residents whose Social Security numbers, driver’s license numbers, or state identification numbers were involved a complimentary,

June 28, 2024

Page 2

one-year membership to credit monitoring and identity theft protection services. Valcourt also has established a dedicated, toll-free call center that the resident can call to obtain more information regarding the incident.

To help prevent something like this from happening again, Valcourt has taken steps to enhance its existing security measures.

Please do not hesitate to contact me if you have any questions regarding this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "Joseph L. Bruemmer", with a large, stylized initial "J" and a long horizontal flourish extending to the right.

Joseph L. Bruemmer
Partner

Attachment



Secure Processing Center
25 Route 111, P.O. Box 1048
Smithtown, NY 11787

Postal Endorsement Line

<<Full Name>>

<<Address 1>>

<<Address 2>>

<<Address 3>>

<<City>>, <<State>> <<Zip>>

<<Country>>

***Postal IMB Barcode

<<Date>>

Dear <<Full Name>>:

Valcourt Building Services, L.C. (“Valcourt”) understands the importance of protecting information. We are writing to inform you of an incident that involved some of your information. This notice explains what happened, what we have done in response, and what you can do.

Who Are We, and Why Do We Have Your Information?

Valcourt is a premier provider of restoration, waterproofing, and window cleaning services. We have your information because you are or were an employee of, a dependent or beneficiary of an employee of, an applicant for employment with, or a vendor of Valcourt or a Valcourt affiliate, or we were provided your information for another business-related reason.

What Happened?

We recently completed an investigation into an incident involving unauthorized access to certain employee email accounts. Upon learning of the incident, we immediately implemented our incident response procedures, took measures to secure the accounts, and launched an investigation, and a cybersecurity firm was engaged. The evidence showed that there was unauthorized access to certain employee email accounts at various times between January 19, 2024, and February 28, 2024. Certain other employee email accounts were accessed prior to September 13, 2023, but the evidence did not show the exact timeframe. We reviewed the contents of the accounts and, on June 13, 2024, determined that an email or document in the accounts contained your information.

What Information Was Involved?

The information included your name, Social Security number, driver’s license number, and/or alien registration number. It also may have included your passport number, other government-issued identification number, financial account number, payment card number, health information, and/or health insurance information.

<<Variable data 1>><<Variable data 2>>

What We Are Doing.

We wanted to notify you of this incident and to assure you that we take it seriously. To help prevent something like this from happening again, we have taken steps to enhance our existing security measures.

What You Can Do.

We have arranged for you to receive a complimentary one-year membership to the CyEx Identity Defense Total credit monitoring service. This product helps detect possible misuse of your information and provides you with identity protection services focused on immediate identification and resolution of identity theft. CyEx Identity Defense Total is completely free to you, and enrolling in this program will not hurt your credit score. For more information on identity theft prevention and CyEx Identity Defense Total, including instructions on how to activate your complimentary one-year membership, as well as some additional steps you can take in response, please review the pages attached to this letter.

For More Information.

We regret that this occurred and apologize for any inconvenience. If you have additional questions, please call 888-595-4116, Monday through Friday, between 8 a.m. and 8 p.m. Central Time.

Sincerely,

Valcourt Building Services, L.C.



<<Full Name>>
Enter your Activation Code: <<Activation Code>>
Enrollment Deadline: <<Enrollment Deadline>>
Service Term: 1 Year*

Identity Defense Total

Key Features

- 3-Bureau Credit Monitoring
- Monthly Credit Score and Tracker (VantageScore 3.0)
- Real-Time Authentication Alerts
- High-Risk Transaction Monitoring
- Address Change Monitoring
- Dark Web Monitoring
- Wallet Protection
- Security Freeze Assist
- \$1 Million Identity Theft Insurance**

Enrollment Instructions

To enroll in Identity Defense, visit [\[Enrollment URL\]](#)

1. **Enter your unique Activation Code** <<Activation Code>>
Enter your Activation Code and click 'Redeem Code'.
2. **Create Your Account**
Enter your email address, create your password, and click 'Create Account'.
3. **Register**
Enter your legal name, home address, phone number, date of birth, Social Security Number, and click 'Complete Account'.
4. **Complete Activation**
Click 'Continue to Dashboard' to finish enrolling.

The deadline to enroll is <<Enrollment Deadline>>. After <<Enrollment Deadline>>, the enrollment process will close, and your Identity Defense code will no longer be active. If you do not enroll by <<Enrollment Deadline>>, you will not be able to take advantage of Identity Defense, so please enroll before the deadline.

If you need assistance with the enrollment process or have questions regarding Identity Defense, please call Identity Defense directly at 1.866.622.9303.

*Service Term begins on the date of enrollment, provided that the enrollment takes place during the approved enrollment period.

**Identity Theft Insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions, and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

ADDITIONAL STEPS YOU CAN TAKE

We remind you it is always advisable to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

- *Equifax*, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-378-4329
- *Experian*, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742
- *TransUnion*, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

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 state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

- *Federal Trade Commission*, Consumer Response Center, 600 Pennsylvania Avenue NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.identitytheft.gov

Fraud Alerts and Credit or Security Freezes:

Fraud Alerts: There are two types of general fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years.

To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report.

For those in the military who want to protect their credit while deployed, an Active-Duty Military Fraud Alert lasts for one year and can be renewed for the length of your deployment. The credit bureaus will also take you off their marketing lists for pre-screened credit card offers for two years, unless you ask them not to.

Credit or Security Freezes: You have the right to put a credit freeze, also known as a security freeze, on your credit file, free of charge, which makes it more difficult for identity thieves to open new accounts in your name. That is because most creditors need to see your credit report before they approve a new account. If they cannot see your report, they may not extend the credit.

How do I place a freeze on my credit reports? There is no fee to place or lift a security freeze. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For information and instructions to place a security freeze, contact each of the credit reporting agencies at the addresses below:

- **Equifax Security Freeze**, PO Box 105788, Atlanta, GA 30348, www.equifax.com
- **Experian Security Freeze**, PO Box 9554, Allen, TX 75013, www.experian.com
- **TransUnion Security Freeze**, PO Box 160, Woodlyn, PA 19094, www.transunion.com

You will need to supply your name, address, date of birth, Social Security number and other personal information.

After receiving your freeze request, each credit bureau will provide you with a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

How do I lift a freeze? A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it altogether. If the request is made online or by phone, a credit bureau must lift a freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request.

If you opt for a temporary lift because you are applying for credit or a job, and you can find out which credit bureau the business will contact for your file, you can save some time by lifting the freeze only at that particular credit bureau. Otherwise, you need to make the request with all three credit bureaus.

Valcourt Building Services, L.C. is located at 4200 Research Forest Drive #400, The Woodlands, Texas 77381 and can be reached at 1-800-222-9533.

For individuals whose health information or health insurance information was involved:

It is always advisable to review any statements you may receive from your health insurer or healthcare providers. If you see charges for services that you did not receive, contact your insurer or provider immediately. For more information on identity theft prevention and steps you can take to protect your information, please see the pages that follow this letter.

Additional information for residents of the following states:

Maryland: You may contact and obtain information from your state attorney general at: *Maryland Attorney General's Office*, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023 / 1-410-576-6300, <https://www.marylandattorneygeneral.gov/>

New York: You may contact and obtain information from these state agencies: *New York Department of State Division of Consumer Protection*, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001, 518-474-8583 / 1-800-697-1220, <http://www.dos.ny.gov/consumerprotection>; and *New York State Office of the Attorney General*, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov>

North Carolina: You may contact and obtain information from your state attorney general at: *North Carolina Attorney General's Office*, 9001 Mail Service Centre, Raleigh, NC 27699, 1-919-716-6000 / 1-877-566-7226, www.ncdoj.gov