

July 5, 2024

Jonathan L. Wilson

VIA email to idtheft@oag.state.md.us

Office of the Maryland Attorney General
200 St. Paul Place
Baltimore, MD 21202

1800 K Street NW Suite 1000
Washington, D.C. 20006
t 202.783.8400
dd 202.662.4863
f 202.783.4211
jlwilson@shb.com

RE: Liquid Environmental Solutions - Security Incident

Dear Sir/Madam:

I am writing on behalf of Liquid Environmental Solutions, a provider of non-hazardous liquid waste solutions based in Irving, Texas, to notify you of a security incident involving the personal information for eighteen Maryland residents.

On January 22, 2024, LES identified suspicious activity on its network systems and immediately took steps to begin investigating the incident and securing its environment. LES promptly engaged Shook, Hardy & Bacon as outside counsel, and Shook, in turn, engaged a leading digital-forensics firm to assist us in the investigation. The investigation subsequently determined that an unauthorized third party gained access to LES's systems from January 21 to 22, 2024.

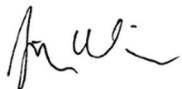
Once it was determined that files may have been affected, a data-review firm was engaged to determine what personal information, if any, was in those files, and the results were received on May 30, 2024. Since then, Shook has been diligently working with LES to identify the correct addresses for the affected individuals and assess notification obligation. The investigation identified the following types of personal information that may have been impacted: names, dates of birth, financial account information, and government identification numbers (such as a driver's license or Social Security number).

On July 5, 2024, LES started mailing individual notification letters to all affected individuals. For individuals receiving notice whose Social Security number or driver's license was impacted, LES is providing a one-year membership to Experian IdentityWorks credit monitoring. A toll-free call center has also been established to field any questions individuals have about the incident.

In addition to providing notice, LES has taken a variety of measures to bolster the security of its systems. For example, LES has changed/strengthened passwords, rebuilt the affected servers and adopted additional technical safeguards. Law enforcement was also notified, which did not delay notice.

Please contact me if you have any questions or need any additional information regarding this incident.

Sincerely,



Jonathan Wilson
Senior Counsel



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>>

NOTICE OF DATA BREACH

Dear <<Full Name>>,

Liquid Environmental Solutions is writing to inform you about an incident that may have exposed your personal information to unauthorized persons. We are reaching out to provide you information on the incident and an opportunity to enroll in free credit monitoring.

WHAT HAPPENED

On January 22, 2024, we became aware of unusual activity on our network. We promptly began working with cybersecurity experts to investigate and subsequently determined that an unauthorized third party gained access to a portion of our computer system. Based on our investigation, we believe they had access from January 21 to 22, 2024. Once we identified the data that may have been affected, we promptly engaged a data review firm to determine what information was in those files. We received those results on May 30, 2024, and since then, we have been working to identify the correct addresses for the affected individuals.

WHAT INFORMATION WAS INVOLVED

Our investigation determined that some combination of the following types of personal information related to you may have been impacted: full name, date of birth, contact information, government identification (such as your Social Security or driver's license number), financial information (such as your bank account and routing number), health insurance information, and limited medical information.

WHAT WE ARE DOING

We hired third-party experts to address this situation, perform an investigation into the unauthorized activity, and further secure our systems to protect your information. We also notified law enforcement, which did not delay this notice.

WHAT YOU CAN DO

Enclosed with this letter you will find steps you can take to protect yourself. In addition, we are offering a complimentary <<CM Duration>> membership to Experian's IdentityWorks. This product helps detect possible misuse of personal information. To register, please:

- Ensure that you **enroll by:** <<Enrollment Deadline>> (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: www.experianidworks.com/3bcredit
- Provide your **activation code:** <<Code>>

If you have questions or want an alternative to enrolling in Experian IdentityWorks online, please contact Experian at 877-288-8057 by <<Enrollment Deadline>> and provide them engagement number <<Engagement Number>>.

FOR MORE INFORMATION

We have established a toll-free call center to support you and answer your questions. You can contact the call center at 888-596-5194, and one of our representatives will be happy to assist you. We appreciate your patience as we work through this process.

Sincerely,

A handwritten signature in black ink, appearing to read "Troy E. Fee". The signature is fluid and cursive, with the first name "Troy" and last name "Fee" clearly distinguishable.

Troy Fee
Chief Human Resource Officer
7651 Esters Blvd, Suite 200
Irving, TX 75063

ADDITIONAL STEPS YOU CAN TAKE

Remain vigilant – We encourage you to remain vigilant for fraud or identity theft by reviewing your account statements and free credit reports. You can also find additional suggestions at www.IdentityTheft.gov/.

- You should confirm that your credit card company has the correct address on file for you and that all charges on the account are legitimate. If you discover errors or suspicious activity, you should immediately contact the credit card company and inform them that you have received this letter.
- You should obtain and review a free copy of your credit report by visiting www.annualcreditreport.com or calling (877) 322-8228. If the report is incorrect, you should contact the appropriate consumer reporting agency—Equifax, Experian, or TransUnion.

Consider placing a fraud alert or security freeze on your credit file – Consumer reporting agencies have tools you can use to protect your credit, including fraud alerts and security freezes.

- A fraud alert is a free, cautionary flag you can place on your credit file to notify companies extending you credit that they should take special precautions to verify your identity. You can contact any of the three consumer reporting agencies to place fraud alerts with each agency.
- A security freeze is a more dramatic step that will prevent others from accessing your credit report, which will prevent them from extending you credit. You must contact each consumer reporting agency separately to order a security freeze, and they may require you to provide them with your full name, Social Security number, date of birth, and current and previous addresses. You can obtain more information about security freezes by contacting the consumer reporting agencies or the Federal Trade Commission. There is no fee for requesting, temporarily lifting, or permanently removing a security freeze with any of the consumer reporting agencies.

Report suspicious activity – If you believe you are the victim of identity theft, consider (1) notifying your Attorney General, local law enforcement, or the Federal Trade Commission; (2) filing a police report and requesting a copy of that report; and (3) visiting IdentityTheft.gov to report the issue and get recovery steps.

Contact relevant authorities – You may contact the below resources to (1) get more information on fraud alerts or security freezes and (2) learn more about protecting yourself from fraud or identity theft.

Federal Trade Commission

600 Pennsylvania Ave. NW
Washington, DC 20580
(202) 326-2222
www.ftc.gov

Equifax

P.O. Box 740241
Atlanta, GA 30374
(800) 685-1111
www.equifax.com

Experian

P.O. Box 9701
Allen, TX 75013
(888) 397-3742
www.experian.com

TransUnion

P.O. Box 2000
Chester, PA 19016
(888) 909-8872
www.transunion.com

For Maryland Residents: the Maryland Attorney General may be contacted at: Office of the Attorney General, 200 St. Paul Place, 25th Floor, Baltimore, MD 21202; (888) 743-0023; www.marylandattorneygeneral.gov.

For North Carolina Residents: the North Carolina Attorney General may be contacted at: Office of the Attorney General, 9001 Mail Service Center, Raleigh, NC 27669; (919) 716-6400; www.ncdoj.gov.

For New York Residents: the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224; 1-800-771-7755; www.ag.ny.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; and (401) 274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are 7 Rhode Island residents impacted by this incident.

For Washington, D.C. Residents: the District of Columbia Attorney General may be contacted at: Office of the Attorney General, 400 6th Street, NW, Washington, D.C. 20001; (202) 727-3400; <https://oag.dc.gov/>.

You can also find your Attorney General's contact information at: <https://www.usa.gov/state-attorney-general>.

Review the Fair Credit Reporting Act – You also have certain rights under the Fair Credit Reporting Act (FCRA), including the right to know what is in your file, to dispute incomplete or inaccurate information, and to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, and your rights pursuant to the FCRA, please visit:

<https://www.consumer.ftc.gov/sites/default/files/articles/pdf-0096-fair-credit-reporting-act.pdf>.