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July 16, 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

Re: Notice of Data Event

To Whom It May Concern:

We represent The Teaching Company Sales, LLC d/b/a The Great Courses (“TTC”) located at 4840 Westfields Boulevard, Suite 400, Chantilly, VA 20151, and are writing to notify your office of an incident that may affect the security of certain personal information relating to (one hundred fifty-two (152) Maryland residents. This notice will be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, TTC 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

In late November 2023, TTC became aware of unauthorized access to its network. In response, TTC immediately launched an investigation to determine the nature and scope of the event with the assistance of third-party forensic specialists. TTC also promptly notified federal law enforcement. The investigation determined that certain files within the TTC network were accessed or taken between November 8, 2023, and November 24, 2023. TTC undertook a comprehensive and time-intensive review of all potentially impacted files with the assistance of third-party data review specialists to determine if they contain sensitive information, and to whom that information pertained. This review was recently completed.

The personal information that could have been subject to unauthorized access includes name, and HSA Number, Social Security number, account number, health insurance group number, health insurance subscriber number, other health insurance information, driver’s license, and routing number.

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Notice to Maryland Residents

On or about July 16, 2024, TTC provided written notice of this incident to (one hundred fifty-two (152) Maryland residents. Written notice is being provided in substantially the same form as the letter attached here as ***Exhibit A***.

Other Steps Taken and To Be Taken

Upon discovering the event, TTC moved quickly to investigate and respond to the incident, assess the security of TTC systems, and identify potentially affected individuals. Further, TTC notified federal law enforcement regarding the event. TTC is also working to implement additional safeguards and training to its employees. TTC is providing access to credit monitoring services for twelve (12) months through IDX, to individuals whose personal information was potentially affected by this incident, at no cost to these individuals.

Additionally, TTC is providing impacted 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 their credit card company and/or bank. TTC 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.

Contact Information

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (267) 930-4782.

Very truly yours,



Angelina W. Freind of
MULLEN COUGHLIN LLC

AWF/sph
Enclosure

EXHIBIT A

<<Name 1>> <<Name 2>>
<<Address 1>><<Address 2>>
<<City>>, <<State>> <<Zip>>
<<Country>>

Enrollment Code: <<XXXXXXXX>>

To Enroll, Scan the QR Code Below:



Or Visit:

<https://app.idx.us/account-creation/protect>

July 16, 2024

NOTICE OF <<SECURITY INCIDENT/DATA BREACH>>

Dear <<Name 1>> <<Name 2>>:

The Teaching Company Sales, LLC d/b/a The Great Courses (“TTC”) is writing to inform you of a recent event that may involve some of your personal information. While we are unaware of any actual or attempted misuse of your information, we are providing you with information about the event, our response to it, and steps you may take to protect your information, should you feel necessary to do so.

What Happened? In late November 2023, we became aware of unauthorized access to our network. In response, we immediately launched an investigation into the nature and scope of the event with the assistance of third-party forensic specialists. We also promptly notified federal law enforcement. The investigation determined that certain files within the TTC network were accessed or taken between November 8, 2023 and November 24, 2023. TTC undertook a comprehensive and time-intensive review of all potentially impacted files with the assistance of third-party data review specialists to determine if they contain sensitive information, and to whom that information pertained. We recently confirmed that information related to you was contained within the impacted file set.

What Information Was Involved? Our investigation determined files containing your <<exposed data elements>>, and name may have been accessed or taken by an unauthorized party as a result of this event.

What We Are Doing. We take this event and the security of personal information in our care very seriously. Upon learning of the activity, we immediately took steps to ensure the security of our systems and investigate the event. As part of our ongoing commitment to the privacy of information in our care, we are implementing additional technical security measures to strengthen the security of our systems. We are also reviewing and enhancing our existing data privacy policies and procedures. We are notifying regulators, as necessary.

Although we are unaware of fraudulent misuse of your information as a result of this event, as an added precaution we are offering you access to <<12/24>> months of credit monitoring and identity theft protection services by IDX, a ZeroFox Company, at no cost to you. If you wish to activate these services, you may follow the instructions included in the attached *Steps You Can Take to Protect Personal Information*. You will need enroll in these services as we are unable to act on your behalf to do so.

What You Can Do. We encourage you to remain vigilant over the next 12 to 24 months against incidents of identity theft and fraud by reviewing your account statements, monitoring your free credit reports for suspicious activity, and reporting any suspected identity theft to your financial institution. Please review the enclosed *Steps You Can Take to Protect Personal Information*, which contains information on what you can do to better safeguard against possible misuse of your information.

For More Information. We understand that you may have questions about this incident that are not addressed in this letter. If you have additional questions or concerns, please call our dedicated assistance line at 1-888-342-1270. This toll-free line is available 9:00 am – 9:00 pm Eastern, (excluding major U.S. holidays). You may also write to TTC at 4840 Westfields Boulevard, Suite 400, Chantilly, VA 20151.

Sincerely,

The Teaching Company Sales, LLC d/b/a The Great Courses

STEPS YOU CAN TAKE TO PROTECT PERSONAL INFORMATION

Enroll in Monitoring Services

1. Website and Enrollment. Scan the QR image or go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the first page. The deadline to enroll is October 16, 2024.

2. Activate the credit monitoring provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

3. Telephone. Contact IDX at 1-888-342-1270 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

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 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:

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

Additional Information

Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps they can take to protect your 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; 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) 442-9828; and 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, 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; and <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; 1-877-566-7226 or 1-919-716-6000; and www.ncdoj.gov.

For Rhode Island residents, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; 1-401-274-4400; and www.riag.ri.gov. Under Rhode Island law, individuals have the right to obtain any police report filed in regard to this event. There are approximately 8 Rhode Island residents that may be impacted by this event.