

CIPRIANI & WERNER

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MEGHAN FARALLY

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July 17, 2024

Via E-Mail (IDTheft@oag.state.md.us)

Office of the Attorney General

200 St. Paul Place

Baltimore, Maryland 21202

To Whom It May Concern:

We serve as counsel for Medi-Rents & Sales, Inc. ("Medi-Rents"), located at 743 S. Conkling Street, Baltimore, MD 21224 and provide this notification to your Office of a recent data security incident suffered by Medi-Rents. By providing this notice, Medi-Rents does not waive any rights or defenses under Maryland law, including the data breach notification statute.

On February 28, 2024, Medi-Rents discovered a potential network disruption. Upon discovery, Medi-Rents immediately secured its network and engaged a third-party team of forensic specialists to investigate the incident. Following a thorough review, Medi-Rents confirmed that a limited amount of information may have been subject to unauthorized access in connection with this incident.

On June 26, 2024, Medi-Rents discovered that information related to five hundred five (505) residents of Maryland was potentially impacted by this event. The information may have included the individual's first name or initial and last name in combination with their Social Security number, driver's license or state identification card number, financial account information, U.S. alien number, military identification number, non-U.S. national identification number, passport number, medical information, health insurance information, and/or username and password.

Medi-Rents provided written notice of this incident to the potentially impacted Maryland residents on July 17, 2024. A copy of the notice letter is attached hereto as **Exhibit A**, which provides details of the incident, complimentary credit monitoring services for twelve (12) months, and steps impacted individuals can take to protect their data.

Please contact me should you have any questions.

Very truly yours,



Meghan Farally, Esquire
CIPRIANI & WERNER, P.C.

Exhibit A



0000112

Medi Rents & Sales, Inc. WAVE 2
c/o Cyberscout
555 Monster Rd SW
Renton, WA 98057
DB-08908



1 0000112



July 17, 2024

Dear [REDACTED]:

Medi-Rents & Sales, Inc. ("Medi-Rents") writes to notify you of an incident that may have impacted some of your information described below. We take the privacy and security of information in our care very seriously. While we have no evidence to suggest that any information was misused, we are providing you with information about this incident, our response, and steps you can take to help protect your information should you feel it is appropriate to do so.

What Happened: On February 28, 2024, Medi-Rents discovered a potential network disruption. Upon discovery, Medi-Rents immediately secured our network and engaged a third-party team of forensic specialists to determine the full nature and scope of the incident. On June 26, 2024, following a thorough review, Medi-Rents confirmed that a limited amount of information may have been accessed by an unauthorized third party in connection with this incident.

At this time, there is no indication that any information has been or will be fraudulently misused. However, we are providing this notification to you out of an abundance of caution and so that you may take steps to safeguard your information.

What Information Was Involved: The potentially accessed information may have included your first name or initial and last name, in combination with your [REDACTED]

What We Are Doing: Medi-Rents has taken steps to address this incident and is committed to protecting information in its care. Upon learning of this incident, we immediately took steps to secure our network and undertook a thorough investigation. As an additional safeguard, we have arranged for you to enroll, at no cost to you, in an online credit monitoring services through Cyberscout, a TransUnion company, for 12 months. Due to privacy laws, we cannot activate these services for you, and you must enroll yourself. Additional information on how to activate the complimentary credit monitoring services is enclosed.

What You Can Do: In addition to enrolling in credit monitoring services, we recommend that you remain vigilant in regularly reviewing and monitoring all of your account statements, credit history, and explanation of benefits forms to guard against any unauthorized transactions or activity. If you discover any suspicious or unusual activity on any of your accounts, please promptly change your password, notify your financial institution or company if applicable, and take any additional steps needed to protect your account. Additionally, please report any suspicious incidents to local law enforcement and/or your state Attorney

General. Please review the enclosed “Steps You Can Take to Help Protect Your Information” for additional resources.

For More Information: Should you have additional questions or concerns regarding this matter, please contact our dedicated call center at 1-800-405-6108 Monday through Friday, during the hours of 8:00 a.m. and 8:00 p.m. Eastern Standard Time (excluding major U.S. holidays). You can also write us at 743 S. Conkling Street, Baltimore, MD 21224.

Sincerely,

Christopher Petr
Chief Operating Officer



STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

Activate Credit Monitoring Services

To enroll in Credit Monitoring services at no charge, please log on to <https://bfs.cyberscout.com/activate> and follow the instructions provided. When prompted please provide the following unique code to receive services: [REDACTED]

In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

Monitor Your Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your credit reports/account statements and explanation of benefits forms for suspicious activity and to detect errors. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus, TransUnion, Experian, and Equifax. To order your free credit report, visit www.annualcreditreport.com or call 1-877-322-8228. Once you receive your credit report, review it for discrepancies and identify any accounts you did not open or inquiries from creditors that you did not authorize. If you have questions or notice incorrect information, contact the credit reporting bureau.

You have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert, a business is required to take steps to verify the consumer’s identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any of the three credit reporting bureaus listed below.

As an alternative to a fraud alert, you 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 your express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a credit freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., III, etc.);
2. Social Security number;
3. Date of birth;
4. Address for the prior two to five years;
5. Proof of current address, such as a current utility or telephone bill;
6. A legible photocopy of a government-issued identification card (e.g., state driver’s license or identification card); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft, if you are a victim of identity theft.

Should you wish to place a fraud alert or credit freeze, please contact the three major credit reporting bureaus listed below:

TransUnion 1-800-680-7289 www.transunion.com TransUnion Fraud Alert P.O. Box 2000 Chester, PA 19016-2000 TransUnion Credit Freeze P.O. Box 160 Woodlyn, PA 19094	Experian 1-888-397-3742 www.experian.com Experian Fraud Alert P.O. Box 9554 Allen, TX 75013 Experian Credit Freeze P.O. Box 9554 Allen, TX 75013	Equifax 1-888-298-0045 www.equifax.com Equifax Fraud Alert P.O. Box 105069 Atlanta, GA 30348-5069 Equifax Credit Freeze P.O. Box 105788 Atlanta, GA 30348-5788
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Additional Information

You can further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the credit reporting bureaus, the Federal Trade Commission (FTC), or your state Attorney General. The FTC also encourages those who discover that their information has been misused to file a complaint with them. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261.

You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement, your state Attorney General, and the FTC. 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 St. NW Washington, D.C. 20001; 202-442-9828, and <https://oag.dc.gov/consumer-protection>.

For Maryland residents, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662 or 1-888-743-0023; and <https://www.marylandattorneygeneral.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.