
Good Afternoon,

In accordance with the Maryland Personal Information Protection Act, Sutherland Global Services, Inc. (Sutherland) is submitting this notification to the Office of the Attorney General to advise of a security incident affecting Maryland residents.

Please find below the information requested by the OAG. Also, see attached, a copy of the notice being sent to consumers.

Should you have any questions regarding this submission, please do not hesitate to contact me.

Thank you,
Karen

Brief description of the nature of the security breach:

Sutherland Global Services, Inc. ("Sutherland") provides services to insurance companies, and assists consumers with questions, applications, and purchase of insurance and related financial products. On June 27, 2024, Sutherland became aware that an unauthorized third party gained access to certain phone recordings between Sutherland and consumers.

Number of Maryland residents being notified: 10

Information compromised: name, physical address, telephone number, banking account number, date of birth, Social Security Number (SSN). email address, and insurance identification number

Steps the business is taking to restore the integrity of the system:

Sutherland takes this incident and our responsibility to protect consumers' personal information extremely seriously. In response to this incident, we promptly implemented measures to prevent further

impact. Through our work with leading cybersecurity experts, we have confirmed that the unauthorized third party no longer has access to our company's systems. We have reinforced our policies and practices and incorporated additional safeguards in an effort to further protect against similar incidents moving forward.

While we are not aware of identity theft or fraud related to information affected by this incident, to help relieve concerns and restore confidence, Sutherland secured the services of Norton LifeLock Standard Identity Theft Protection Services to provide services as described in the letters to consumers at no cost for 24 months.



Karen J. Pugh

Sutherland
Vice President and Head of Healthcare Compliance and Privacy

T: +1 (973) 405-5891 **M:** +1 (585) 732-8690 **E:** karen.pugh@sutherlandglobal.com

This email message is for the sole use of the intended recipient(s) and may contain information that is confidential, privileged, proprietary and protected from disclosure by applicable law. Any unauthorized review, use, duplication, disclosure or distribution is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and immediately destroy all copies of this message, including electronic and hard copies. Thank you for your cooperation.



CONFIDENTIAL

August 9, 2024

First Name Last Name

Street Address

City, State Zip Code

Re: Notice of Data Privacy Incident

Dear First Name Last Name,

Sutherland Global Services Inc. ("Sutherland") is writing to notify you of a recent privacy incident that may have involved some of your personal information. Sutherland provides services to insurance companies, including CMFG Life Insurance Company ("TruStage"), and assists consumers with questions, applications, and purchase of insurance and related financial products.

This letter is being sent to you as part of Sutherland's commitment to protecting your privacy. We want to provide you with details about the incident, our response, and resources available to you to help protect your information, should you feel it appropriate to do so. Importantly, we are not aware of fraud or misuse of your personal information resulting from this incident.

What Happened?

On June 27, 2024, Sutherland became aware that an unauthorized third party gained access to certain phone recordings between Sutherland and consumers. Sutherland immediately initiated efforts to secure its systems and with the assistance of third-party cybersecurity specialists, launched an investigation into the nature and scope of the issue. We also reported this matter to relevant law enforcement authorities. Through our investigation, we learned that the unauthorized third party gained access to recordings that may have included some of your personal information.

What Information Was Involved?

Our review indicates that the following types of information related to you may have been impacted: name, address, [telephone number, bank account number, date of birth, Social Security number, email address, and insurance ID Number.]

What We Are Doing

Sutherland takes this incident and our responsibility to protect your personal information extremely seriously. In response to this incident, we promptly implemented measures to prevent further impact. Through our work with leading cybersecurity experts, we have confirmed that the unauthorized third party no longer has access to our company's systems. We have reinforced our policies and practices and incorporated additional safeguards in an effort to further protect against similar incidents moving forward.

While we are not aware of identity theft or fraud related to information affected by this incident, to help relieve concerns and restore confidence, Sutherland has secured the services of Norton LifeLock Standard Identity Theft Protection Services to provide services as described in the enclosed information at no cost to you for two (2) years.

What You Can Do

We encourage you to remain vigilant by reviewing account statements and monitoring free credit reports regularly to ensure there is no unauthorized or unexplained activity. We also encourage you to enroll in the complimentary identity theft protection services that we are offering. Please review the enclosed information, which contains details about this offer and general guidance on what you can do to safeguard against possible future 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, please email us at compliancnotifications@Sutherlandglobal.com or call us at 1-800-824-6555 weekdays from 9:00 a.m. to 6:00 p.m. ET.

We regret any inconvenience or concern that this matter may have caused you. Thank you for your patience and understanding while we work together to protect you and your information.

Sincerely,

A handwritten signature in blue ink, appearing to read "Karen J. Pugh".

Karen J. Pugh
Vice President, Compliance and Privacy

Other Important Information

ACTIVATE YOUR Norton LifeLock Standard Identity Theft Protection Services

Dear <<FIRST NAME>> <<LAST NAME>>:

Sutherland has retained NortonLifeLock to provide Two (2) years of complimentary LifeLock Standard™ identity theft protection.

To activate your membership online and get protection at no cost to you:

1. In your web browser, go directly to **LifeLock.com/Offers**
2. Below the THREE protection plan boxes, you may enter the Promo Code: **SGS2407** and click the “APPLY” button.
3. Your complimentary offer is presented. Click the Orange “START MEMBERSHIP” button.
4. A Popup will appear to enter your Member ID <<MEMBER ID>> and click “APPLY”
5. Once enrollment is completed, you will receive a confirmation email (be sure to follow ALL directions in this email).

Alternatively, to activate your membership over the phone, please call: 1-800-899-0180

You will have until 09-27-2024 to enroll in this service.

Once you have completed the LifeLock enrollment process, the service will be in effect. Your LifeLock Standard™ membership includes:

- ✓ LifeLock Identity Alert™ System[†]
- ✓ 24/7 Live Member Support
- ✓ Dark Web Monitoring^{**}
- ✓ LifeLock Privacy Monitor™
- ✓ Lost Wallet Protection
- ✓ Stolen Funds Reimbursement up to \$25,000⁺⁺⁺
- ✓ Personal Expense Compensation up to \$25,000⁺⁺⁺
- ✓ Coverage for Lawyers and Experts up to \$1 million⁺⁺⁺
- ✓ U.S.-Based Identity Restoration Team
- ✓ One-Bureau Credit Monitoring^{1**}
- ✓ Reduced Pre-Approved Credit Card Offers
- ✓ USPS Address Change Verification

¹ If your plan includes credit reports, scores, and/or credit monitoring features (“Credit Features”), two requirements must be met to receive said features: (i) your identity must be successfully verified with Equifax; and (ii) Equifax must be able to locate your credit file and it must contain sufficient credit history information. IF EITHER OF THE FOREGOING REQUIREMENTS ARE NOT MET YOU WILL NOT RECEIVE CREDIT FEATURES FROM ANY BUREAU. If your plan also includes Credit Features from Experian and/or TransUnion, the above verification process must also be successfully completed with Experian and/or TransUnion, as applicable. If verification is successfully completed with Equifax, but not with Experian and/or TransUnion, as applicable, you will not receive Credit Features from such bureau(s) until the verification process is successfully completed and until then you will only receive Credit Features from Equifax. Any credit monitoring from Experian and TransUnion will take several days to begin after your successful plan enrollment.

No one can prevent all identity theft or cybercrime. [†] LifeLock does not monitor all transactions at all businesses.

^{**} These features are not enabled upon enrollment. Member must take action to get their protection.

⁺⁺⁺ Reimbursement and Expense Compensation, each with limits of up to \$25,000 for Standard. And up to \$1 million for coverage for lawyers and experts if needed. Benefits under the Master Policy are issued and covered by United Specialty Insurance Company (State National Insurance Company, Inc. for NY State members). Policy terms, conditions and exclusions at: LifeLock.com/legal.

Additional Steps You Can Take to Help Protect Your Information

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 your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your 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 you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “security freeze” on a credit report (also called a “credit freeze”), free of charge, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The security 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 security freeze to take control over who gets access to the personal and financial information in your credit report 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 security freeze, you will need to provide 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, military identification, etc.); 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 security freeze, 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
888-298-0045	888-397-3742	833-395-6938
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 Security Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Security Freeze, P.O. Box 9554, Allen, TX 75013	Transunion Security Freeze, P.O. Box 160, Woodlyn, PA 19094

Additional Information:

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General.

The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 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. You can obtain further information on how to file such a complaint by way of the contact information listed above. 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 need to provide proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

For California Residents, you may also wish to review the information provided by the California Attorney General at <https://oag.ca.gov/idtheft>.

For District of Columbia residents, the District of Columbia Attorney General may be contacted at: 441 4th St. NW #1100 Washington, D.C. 20001; 202-727-3400; and oag@dc.gov.

For Iowa Residents, you are advised to report suspected incidents of identity theft to law enforcement or the Iowa Attorney General's Office at Office of the Attorney General of Iowa, Consumer Protection Division, Hoover State Office Building, 1305 East Walnut Street, Des Moines, IA 50319, www.iowaattorneygeneral.gov, Telephone: 1- 515-281-5926 or 1-888-777-4590.

For Maryland residents, the Maryland Attorney General may be contacted for additional information about avoiding identity theft 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 New Mexico residents, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your 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 your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from a violator. You 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 you to review your 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, you may obtain additional information about security breach response and identity theft prevention and protection from the New York State Office of the Attorney General by calling 1-800-771-7755 or visiting <https://ag.ny.gov>; the New York State Police by calling 1-518-457-6721 or visiting <https://troopers.ny.gov/>; and/or the New York Department of State by calling 1-800-697-1220 or visiting <https://www.dos.ny.gov>.

For North Carolina residents, for additional information about preventing identity theft, you may contact the North Carolina Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC27699-9001; 1-877-566-7226 or 1-919-716-6000; and www.ncdoj.gov.

For Oregon Residents, you are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General at <https://doj.state.or.us>, by calling (877) 877-9392, or writing to Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096.