

August 8, 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: CSC ServiceWorks - Security Incident

Dear Sir/Madam:

I am writing on behalf of CSC ServiceWorks, a provider of commercial laundry services and air vending solutions, to notify you of a security incident involving the personal information for 1,178 Maryland residents.

On February 4, 2024, CSC identified suspicious activity on its network systems and immediately took steps to begin investigating the incident and securing its environment. CSC 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 CSC's systems from September 23, 2023, to February 4, 2024.

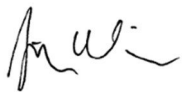
Once it was determined that files containing personal information were affected, a data-review firm was engaged to determine what personal information, if any, was in those files, and the results were received on June 17, 2024. Since then, Shook has been diligently working with CSC to identify the correct addresses for the affected individuals and assess notification obligation. The investigation identified the following types of personal information: names, dates of birth, financial account information, health insurance information, and government identification numbers (such as a driver's license or Social Security number).

Consistent with its obligations under state law, CSC is mailing written notice to the affected individuals in Maryland informing them that an unauthorized third party may have accessed some of their personal information, and we have attached templates of those notification letters for your review. For individuals receiving notice whose Social Security number or driver's license was impacted, CSC is providing a complimentary 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, CSC has taken a variety of measures to bolster the security of its systems. For example, CSC 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



CSC ServiceWorks
Secure Processing Center
P.O. Box 3826
Suwanee, GA 30024

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>>,

CSC ServiceWorks is writing to inform you about an incident that may have exposed your personal information to unauthorized persons. CSC is providing this notice to give you more information on what happened and an opportunity to enroll in free credit monitoring.

WHAT HAPPENED

On February 4, 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 September 23, 2023, to February 4, 2024. Once we identified the affected data, we promptly engaged a data-review firm to determine what information was in those files. We received those results on June 17, 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>>-year membership to Experian's IdentityWorks. This product helps detect possible misuse of personal information. To register, please:

- o Ensure that you **enroll by:** <<Enrollment Deadline>> (Your code will not work after this date.)
- o **Visit** the Experian IdentityWorks website to enroll: www.experianidworks.com/3bcredit
- o Provide your **activation code:** <<Activation 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) 244-2820, and one of our representatives will be happy to assist you, from 9:00 am to 9:00 pm ET, Monday through Friday (excluding holidays). Thank you for your understanding and patience.

Sincerely,



Christopher E. Mack
Chief Financial Officer
CSC ServiceWorks
35 Pinelawn Rd. Suite 120
Melville, NY 11747
www.CSCSW.com

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/.

- o 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.
- o 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.

- o 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.
- o 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 www.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 <<RI Count>> 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>.



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Postal Endorsement Line

Parent or Legal Guardian of

<<Full Name>>

<<Address 1>>

<<Address 2>>

<<Address 3>>

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

<<Country>>

***Postal IMB Barcode

<<Date>>

NOTICE OF DATA BREACH

Dear Parent or Legal Guardian of <<Full Name>>,

CSC ServiceWorks is writing to inform you about an incident that may have exposed your child's personal information to unauthorized persons. CSC is providing this notice to give you more information on what happened and an opportunity to enroll your child in free credit monitoring.

WHAT HAPPENED

On February 4, 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 September 23, 2023, to February 4, 2024. Once we identified the affected data, we promptly engaged a data-review firm to determine what information was in those files. We received those results on June 17, 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 your child may have been impacted: full name, date of birth, contact information, government identification (such as your child's Social Security or driver's license 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 child's 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 your child. In addition, we are offering your child a complimentary <<CM Duration>>-year membership to Experian's IdentityWorks Minor Plus. This product helps detect possible misuse of your child's personal information. To register, please:

- o Ensure that you **enroll by:** <<Enrollment Deadline>> (Your code will not work after this date.)
- o **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/minorplus>
- o Provide your **activation code:** <<Activation 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) 244-2820, and one of our representatives will be happy to assist you, from 9:00 am to 9:00 pm ET, Monday through Friday (excluding holidays). Thank you for your understanding and patience.

Sincerely,



Christopher E. Mack
Chief Financial Officer
CSC ServiceWorks
35 Pinelawn Rd. Suite 120
Melville, NY 11747
www.cscsw.com

ADDITIONAL STEPS YOU CAN TAKE

Remain vigilant – We encourage you to remain vigilant for fraud or identity theft by reviewing your child’s account statements and free credit reports. You can also find additional suggestions at www.IdentityTheft.gov/ and <https://consumer.ftc.gov/articles/how-protect-your-child-identity-theft>.

- o If your child has a credit card, you should confirm that their credit card company has the correct address on file for you and your child and that all charges on the account are legitimate. If you discover errors or suspicious activity, you should immediately contact the credit card company to inform them that you have received this letter.
- o You should obtain and review a free copy of your child’s 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 child’s credit file – Consumer reporting agencies have tools you can use to protect your child’s credit, including fraud alerts and security freezes.

- o A fraud alert is a free, cautionary flag you can place on your child’s credit file to notify companies that extend credit that they should take special precautions to verify your child’s identity. You can contact any of the three consumer reporting agencies to place fraud alerts with each agency.
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Report suspicious activity – If you believe your child is 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 www.IdentityTheft.gov to report the issue and get recovery steps.

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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/pdf-0096-fair-credit-reporting-act.pdf>.



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NOTICE OF DATA BREACH

Dear <<Full Name>>,

CSC ServiceWorks is writing to inform you about an incident that may have exposed your personal information to unauthorized persons. CSC is providing this notice to give you more information on what happened, what we are doing in response, and provide you some steps you may take to help protect yourself.

WHAT HAPPENED

On February 4, 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 September 23, 2023, to February 4, 2024. Once we identified the affected data, we promptly engaged a data-review firm to determine what information was in those files. We received those results on June 17, 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, financial information (such as your bank account and routing number), and health insurance 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. If you have questions about this matter, please call us at the phone number below.

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) 244-2820, and one of our representatives will be happy to assist you, from 9:00 am to 9:00 pm ET, Monday through Friday (excluding holidays). Thank you for your understanding and patience.

Sincerely,

A handwritten signature in blue ink, appearing to read "C. E. Mack", with a horizontal line extending to the right.

Christopher E. Mack
Chief Financial Officer
CSC ServiceWorks
35 Pinelawn Rd. Suite 120
Melville, NY 11747
www.cscsw.com

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/.

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NOTICE OF DATA BREACH

Dear Parent or Legal Guardian of <<Full Name>>,

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Christopher E. Mack
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