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August 13, 2024

Via E-mail (idtheft@oag.state.md.us)

Office of the Attorney General
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202

To Whom It May Concern:

In accordance with Md. Code Ann., Com. Law § 14-3504, I am writing on behalf of Washington Gas Light Company (“WGL” or the “Company”) to notify you regarding the nature and circumstances of a data security issue involving WGL’s third-party call center provider.

Sutherland Global Services, Inc. (“Sutherland”) is a third-party vendor that provides call center services to WGL. Sutherland recently notified WGL that audio files containing certain personal information were accessed and acquired by an unauthorized third party from Sutherland’s systems between May 31 and June 28, 2024. The files contained personal information such as name, contact information, date of birth, Social Security number, military identification number, bank account number, and Washington Gas account username. Not every type of information was affected for each impacted individual.

Promptly upon becoming aware of this matter, WGL began working with Sutherland to understand the nature and scope of the issue. Sutherland notified WGL that it took steps to secure its systems, engaged an outside forensic firm to conduct an investigation, and informed law enforcement of the issue. This issue occurred on Sutherland’s systems and did not impact WGL’s systems.

WGL is notifying approximately 35 Maryland residents of the incident. The Company has arranged to offer these affected individuals credit monitoring and identity protection services for 18 months at no cost to them. Enclosed for your reference is a sample of the notice being sent to affected individuals.

Please do not hesitate to contact me if you have any questions.

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Very truly yours,

A handwritten signature in black ink that reads "Lisa J. Sotto". The signature is written in a cursive, flowing style.

Lisa J. Sotto

Enclosure



[Date]

[Name]

[Address]

[City], [State] [ZIP]

Dear [name],

We are writing to notify you of a security breach involving our third-party call center provider that affected certain of your personal information. The issue did not impact Washington Gas systems.

Sutherland Global Services, Inc. ("Sutherland") is a third-party vendor that provides call center services to Washington Gas Light Company. Sutherland recently notified us that audio files containing certain personal information were accessed and acquired by an unauthorized third party from Sutherland's systems between May 31 and June 28, 2024. The files contained personal information such as name, contact information, date of birth, Social Security number, bank account number, military ID and Washington Gas account username. Not every type of information was affected for each impacted individual.

We take the protection of personal information very seriously and are alerting you about this issue involving Sutherland so you can take steps to help protect your relevant information. We have arranged to offer you credit monitoring and identity protection services for 18 months at no cost to you. The enclosed Reference Guide provides additional information about these services and recommendations on the protection of personal information.

Upon becoming aware of this matter, we promptly began working with Sutherland to understand the breach's nature and scope. Sutherland has notified Washington Gas that the company has taken steps to secure its systems, engaged an outside forensic firm to conduct an investigation, and informed law enforcement of the issue. As indicated above, this issue occurred on Sutherland's systems and did not impact Washington Gas systems.

We hope this information is useful to you. If you have any questions regarding this issue, please contact 844-WASHGAS (844-927-4427).

Sincerely,

Michelle W. Musgrove
Vice President, Customer Experience

Reference Guide

We encourage affected individuals to take the following steps:

Register for Credit Monitoring and Identity Protection Services. We have arranged with Norton LifeLock to provide 18 months of complimentary LifeLock Standard™ identity theft protection to you.

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: **<<PROMO CODE>>** 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: **<<ENROLLMENT PHONE #>>**

You will have until **<<ENROLLMENT DEADLINE>>** 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.

Order Your Free Credit Report. You are entitled under U.S. law to one free credit report annually from each of the three nationwide consumer reporting agencies. To order your free credit report, visit www.annualcreditreport.com, call toll-free at 1-877-322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's ("FTC's") website at www.consumer.ftc.gov and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The three nationwide consumer reporting agencies provide free annual credit reports only through the website, toll-free number or request form.

When you receive your credit report, review it carefully. Look for accounts you did not open. Look in the "inquiries" section for names of creditors from whom you have not requested credit. Some companies bill under names other than their store or commercial names. The consumer reporting agency will be able to tell you when that is the case. Look in the "personal information" section for any inaccuracies in your information (such as home address and Social Security number). If you see anything you do not understand, call the consumer reporting agency at the telephone number on the report. Errors in this information may be a warning sign of possible identity theft. You should notify the consumer reporting agencies of any inaccuracies in your report, whether due to error or fraud, as soon as possible so the information can be investigated and, if found to be in error, corrected. If there are accounts or charges you did not authorize, immediately notify the appropriate consumer reporting agency by telephone and in writing. Consumer reporting agency staff will review your report with you. If the information cannot be explained, then you will need to call the creditors involved. Information that cannot be explained

also should be reported to your local police or sheriff's office because it may signal criminal activity.

Report Incidents. We encourage you to remain vigilant for incidents of fraud and identity theft by reviewing your account statements and monitoring your free credit reports. If you detect any unauthorized transactions in a financial account, promptly notify your payment card company or financial institution. If you detect any incident of identity theft or fraud, promptly report the incident to law enforcement, the FTC and your state Attorney General. If you believe your identity has been stolen, the FTC recommends that you take these steps:

- Close the accounts that you have confirmed or believe have been tampered with or opened fraudulently. For streamlined checklists and sample letters to help guide you through the recovery process, please visit <https://www.identitytheft.gov>.
- File a local police report. Obtain a copy of the police report and submit it to your creditors and any others that may require proof of the identity theft crime. You can contact the FTC to learn more about how to protect yourself from becoming a victim of identity theft and how to repair identity theft:

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)
www.ftc.gov/idtheft

Consider Placing a Fraud Alert on Your Credit File. To protect yourself from possible identity theft, consider placing a fraud alert on your credit file. A fraud alert helps protect you against the possibility of an identity thief opening new credit accounts in your name. When a merchant checks the credit history of someone applying for credit, the merchant gets a notice that the applicant may be the victim of identity theft. The alert notifies the merchant to take steps to verify the identity of the applicant. You can place a fraud alert on your credit report by calling any one of the toll-free numbers provided below. You will reach an automated telephone system that allows you to flag your file with a fraud alert at all three consumer reporting agencies. For more information on fraud alerts, you also may contact the FTC as described above.

Equifax	Equifax Information Services LLC P.O. Box 740241 Atlanta, GA 30374	1-800-525-6285	www.equifax.com
Experian	Experian Inc. P.O. Box 9554 Allen, TX 75013	1-888-397-3742	www.experian.com
TransUnion	TransUnion LLC P.O. Box 2000 Chester, PA 19016	1-800-680-7289	www.transunion.com

Consider Placing a Security Freeze on Your Credit File. You may wish to place a “security freeze” (also known as a “credit freeze”) on your credit file. A security freeze is designed to prevent potential creditors from accessing your credit file at the consumer reporting agencies without your consent. *Unlike a fraud alert, you must place a security freeze on your credit file at each consumer reporting agency individually.* There is no charge to place or lift a security freeze. For more information on security freezes, you may contact the three nationwide consumer reporting agencies or the FTC as described above. As the instructions for establishing a security freeze differ from state to state, please contact the three nationwide consumer reporting agencies to find out more information.

The consumer reporting agencies may require proper identification prior to honoring your request. For example, you may be asked to provide:

- Your full name with middle initial and generation (such as Jr., Sr., II, III)
 - Your Social Security number
 - Your date of birth
 - Addresses where you have lived over the past five years
 - A legible copy of a government-issued identification card (such as a state driver’s license or military ID card)
 - Proof of your current residential address (such as a current utility bill or account statement)
-



**Washington
Gas**

A WGL Company

1000 Maine Avenue, SW

Suite 700

Washington, DC 20024

www.washingtongas.com

For Maryland Residents. You can obtain information from the Maryland Office of the Attorney General about steps you can take to avoid identity theft. You may contact the Maryland Attorney General at:

Maryland Office of the Attorney General
Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
(888) 743-0023 (toll-free in Maryland)
(410) 576-6300
www.marylandattorneygeneral.gov

For Washington, D.C. Residents. You may obtain information about preventing and avoiding identity theft from the Office of the Attorney General for the District of Columbia at:

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