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August 9, 2024

Via First Class Mail

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



Re: Our Client : Educators Benefit Consultants, LLC (d/b/a Aviben)
Matter : February 2024 Data Security Incident
LBBS File No. : 16516.420

Dear Attorney General Brown:

We represent Educators Benefit Consultants, LLC (d/b/a Aviben), which is principally located in Minnesota, with respect to a data security incident described in more detail below. Educators Benefit Consultants takes the security and privacy of the information in its control seriously, and it has taken steps to enhance its security capabilities.

This letter will serve to inform you of the nature of the incident, the number of Maryland residents being notified, what information has been compromised, and the steps that Educators Benefit Consultants is taking to restore the integrity of its information system. We have also enclosed hereto a sample of the notification to the potentially impacted individuals, which includes an offer of free credit monitoring.

1. Nature of the Security Incident

On or about February 22, 2024, Educators Benefit Consultants detected it was the target of a data security incident in which an unauthorized third party attempted to infiltrate Educators Benefit Consultants's computer network. Upon detecting the incident, Educators Benefit Consultants moved quickly to secure its network environment and launched a thorough investigation. The investigation was performed with the help of independent IT security and forensic investigators to determine the

scope and extent of the potential unauthorized access of Educators Benefit Consultants's systems and any personal information.

The investigation, which concluded on July 11, 2024, determined that the incident resulted from a zero-day vulnerability in a software program used by an external IT provider (meaning a security vulnerability that is exploited before it has been patched by the software company). The investigation revealed certain impacted individuals' names, mailing addresses, dates of birth, and/or Social Security numbers could have been exposed as a result of this incident.

2. Number of Maryland Residents Affected

A total of twelve (12) residents of Maryland were potentially affected by this security incident. A notification letter to these individuals is scheduled to be mailed on August 6, 2024 by first class mail including an offer of free credit monitoring. A sample copy of the notification letters are included with this letter.

3. Steps Taken

Upon learning of this incident, Educators Benefit Consultants moved quickly to initiate a response plan, which included conducting an investigation with the assistance of third-party forensic specialists. Since then, Educators Benefit Consultants has been working with law enforcement to help respond to the incident, along with cybersecurity experts to review all policies and procedures relating to the security of Educators Benefit Consultants's systems.

Although Educators Benefit Consultants is not aware of any evidence of misuse of personal information, Educators Benefit Consultants extended to all potentially impacted individuals an offer for free credit monitoring and identity theft protection through Cyberscout, a TransUnion company. This service will include 12 months of credit monitoring, along with fully managed identity theft recovery service, should the need arise.

4. Contact Information

Educators Benefit Consultants remains dedicated to protecting the sensitive information in its control. If you have any questions or need additional information, please do not hesitate to contact me at Tawana.Johnson@lewisbrisbois.com or 404.476.2089.

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Very truly yours,

A handwritten signature in black ink, appearing to read "Tawana Johnson". The signature is fluid and cursive, with the first name "Tawana" written in a larger, more prominent script than the last name "Johnson".

Tawana B. Johnson of
LEWIS BRISBOIS BISGAARD &
SMITH LLP

Copy: Nicholas Chauvin, Esq. (Lewis Brisbois LLP)

Enclosure: *Sample Notification Letters*

Educators Benefit Consultants, LLC
c/o Cyberscout
PO Box 1286
Dearborn, MI 48120-9998

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August 6, 2024

Via First-Class Mail

Notice of Data Security Incident

Dear [REDACTED]:

Educators Benefit Consultants, LLC is a third-party administrator that contracts with employers to administer employee benefit programs. We are writing to inform you of an incident we experienced that may have exposed your personal information. We take the security of your personal information seriously and want to provide you with information and resources you can use to protect your information going forward. You may also know Educators Benefit Consultants as Aviben.

What Happened:

On or about February 22, 2024, Educators Benefit Consultants detected it was the target of a data security incident in which an unauthorized third party attempted to infiltrate our computer network. Upon detecting the incident, we moved quickly to secure our network environment and launched a thorough investigation. The investigation was performed with the help of independent IT security and forensic investigators to determine the scope and extent of the potential unauthorized access of our systems and any personal information. The investigation concluded on July 11, 2024.

The investigation determined that the incident resulted from a zero-day vulnerability in a software program used by an external IT provider (meaning a security vulnerability that is exploited before it has been patched by the software company).

What Information Was Involved:

The forensic investigation determined that it is possible your name, Social Security number, and/or date of birth may have been exposed in this incident. Notably, the types of information affected were different for each individual, and not every individual had all of the elements listed above exposed. Rest assured that we have not received any reports of related identity theft.

What We Are Doing:

The security and privacy of personal data remain among our highest priorities. Although the network vulnerability originated from an application used by an external IT provider, we have been conferring with cybersecurity experts to analyze and enhance our internal security architecture.

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Additionally, in response to the incident, Educators Benefit Consultants is providing you with access to Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score services at no charge. These services provide you with alerts for twelve months from the date of enrollment when changes occur to your credit file. These notifications are sent to you the same day the change or update takes place with the bureau. We are also providing you with proactive fraud assistance to help with any questions you might have or in the event you become a victim of fraud. These services will be provided by TransUnion.

What You Can Do:

To enroll in credit monitoring services at no charge, please access <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. Please note when signing up for monitoring services that you may be asked to verify personal information for your own protection to confirm your identity.

For More Information:

If you have any questions, you may contact the help line at 1-833-531-1992. Help line representatives are available to assist you with questions for 90 days from the date of this letter, between the hours of 7:00 a.m. and 7:00 p.m. Central Time, Monday through Friday, excluding holidays. If you call the help line, be prepared to supply the fraud specialist with your unique code listed above.

You are encouraged to take full advantage of the credit monitoring services provided. Enclosed you will find additional materials regarding the resources available to you and the steps you can take to further protect your personal information.

Again, Educators Benefit Consultants values the security of the personal data it maintains and understands the frustration, concern, and inconvenience that this incident may have caused.

Sincerely,



Kent Schutte, President

Additional Information

Credit Reports: You may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your free credit report, please visit www.annualcreditreport.com, or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

Security Freeze: You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse or a minor under the age of 16, this information must be provided for him/her as well):

- (1) full name, with middle initial and any suffixes;
- (2) Social Security number;
- (3) date of birth;
- (4) current address and any previous addresses for the past five years; and
- (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles.

The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. As of September 21, 2018, it is free to place, lift, or remove a security freeze. You may also place a security freeze for children under the age of 16. You may obtain a free security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze P.O. Box 105788 Atlanta, GA 30348 1-888-298-0045 https://www.equifax.com/personal/credit-report-services/credit-freeze/	Experian Security Freeze P.O. Box 9554 Allen, TX 75013 1-888-397-3742 www.experian.com/freeze/center.html	TransUnion Security Freeze P.O. Box 160 Woodlyn, PA 19094 1-800-916-8800 www.transunion.com/credit-freeze
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Fraud Alerts: You can place fraud alerts with the three credit bureaus by phone and online with:

- Equifax (https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf);
- TransUnion (<https://www.transunion.com/fraud-alerts>); or
- Experian (<https://www.experian.com/fraud/center.html>).

A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. As of September 21, 2018, initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for all three credit bureaus are listed above.

Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

File Police Report: You have the right to file or obtain a police report if you experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide proof that you have been a victim. A police report is often required to dispute fraudulent items. You can generally report suspected incidents of identity theft to local law enforcement or to the Attorney General.



FTC and Attorneys General: You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General.

The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580, www.identitytheft.gov, 1-877-ID-THEFT (1-877-438-4338), 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 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. 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; 202-727-3400; and oag.dc.gov.

For Maryland residents, the Maryland Attorney General can be contacted at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202, 1-888-743-0023, and www.oag.state.md.us.

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 agencies 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 violators. 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 North Carolina residents, the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-566-7226 or 1-919-716-6400, and www.ncdoj.gov.

For New York residents, the 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 Rhode Island residents, the Rhode Island Attorney General can be reached at 150 South Main Street, Providence, Rhode Island 02903, www.riag.ri.gov, and 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are approximately 4 Rhode Island residents that may be impacted by this event.