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October 3, 2024

VIA ELECTRONIC MAIL

Attorney General Anthony G. Brown
Office of the Attorney General
St. Paul Plaza
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202
Tel: 410-576-6491
Email: Idtheft@oag.state.md.us

Re: Management Data Systems International, Inc. - Notice of Data Event

To Whom It May Concern:

We represent Management Data Systems International, Inc. ("MDSI"), located at 6225 Shiloh Road, Alpharetta, GA 30005, and are writing to notify your office of an incident that may affect the security of certain personal information relating to approximately seven (7) Maryland residents. This notice may be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, MDSI does not waive any rights or defenses regarding the applicability of Maryland law, the applicability of the Maryland data event notification statute, or personal jurisdiction.

1. Nature of the Data Event

On June 20, 2024, MDSI learned of suspicious activity disrupting access to certain of its systems. Upon learning of this activity, MDSI immediately took steps to secure its network and engaged digital forensics specialists to assist with the investigation and determine whether sensitive information may have been accessed or acquired during the incident. Through the investigation, MDSI found that certain systems may have been accessed without authorization. Following this confirmation, MDSI conducted a comprehensive review of the potentially affected data and on August 21, 2024, MDSI determined that personal information belonging to certain individuals may have been impacted in connection with this incident. MDSI then worked diligently to obtain contact information to effectuate notification to potentially affected individuals. This process was completed on September 17, 2024. Please note that MDSI has no evidence of the misuse or attempted misuse of any potentially accessed information.

The information that could have been subject to unauthorized access includes first and last name, as well as Social Security number, driver's license number, passport number, financial account information, medical information, and health insurance information.

2. Notice to Maryland Residents

On or about October 3, 2024, MDSI provided written notice of this incident to approximately seven (7) Maryland residents. Written notice is being provided in substantially the same form as the letter attached here as ***Exhibit A***.

3. Other Steps Taken and To Be Taken

Upon discovering the event, MDSI moved quickly to investigate and respond to the incident, assess the security of MDSI systems, and identify potentially affected individuals. Further, MDSI notified federal law enforcement regarding the event. MDSI also implemented additional safeguards and training. MDSI is providing access to credit monitoring services for twenty-four (24) months, through Experian, to individuals whose personal information was potentially affected by this incident, at no cost to these individuals, and is providing impacted individuals with guidance on how to better protect against identity theft and fraud. MDSI is providing individuals with information on how to place a fraud alert and security freeze on one's credit file, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud.

4. Contact Information

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (336) 448-8552.

Very truly yours,

A handwritten signature in black ink that reads "Matthew Toldero". The signature is written in a cursive, flowing style.

Matt Toldero of
Constangy, Brooks, Smith & Prophete LLP



Return Mail Processing
PO Box 999
Suwanee, GA 30024

1 11 *****AUTO**MIXED AADC 302
SAMPLE A. SAMPLE - L01



APT ABC
123 ANY ST
ANYTOWN, US 12345-6789



October 3, 2024

Subject: Notice of [Extra1]

Dear Sample A. Sample,

We are writing to inform you of the recent data security incident experienced by Management Data Systems International, Inc. (“MDSI”) that may have affected your personal information. MDSI takes the privacy and security of all personal information within its possession seriously. Please read this letter carefully as it contains information regarding the incident and steps that you can take to help protect your personal information.

What Happened? On June 20, 2024, MDSI learned of suspicious activity disrupting access to certain of its systems. Upon learning of this activity, we immediately took steps to secure our network and engaged digital forensics specialists to assist with the investigation and determine whether sensitive information may have been accessed or acquired during the incident. Through the investigation, we found that certain systems may have been accessed without authorization. Following this confirmation, MDSI conducted a comprehensive review of the potentially affected data and on August 21, 2024, we determined that personal information belonging to certain individuals may have been impacted in connection with this incident. We then worked diligently to obtain contact information to effectuate notification to potentially affected individuals. This process was completed on September 17, 2024. Please note that MDSI has no evidence of the misuse or attempted misuse of any potentially accessed information.

What Information Was Involved? The information that may have been accessed in connection with this incident included your name and potentially one or more of the following:

- Social Security number
- Driver’s license and/or passport number
- Medical and/or health insurance information
- Financial account information

What Are We Doing? MDSI is working to implement measures to enhance the security of its digital environment. Although MDSI has no evidence of the misuse of any information as a result of this incident, MDSI is providing you with information about steps that you can take to help protect your personal information and is offering you complimentary monitoring services through Experian.

What You Can Do: MDSI urges you to always take steps to avoid identity theft. Review your account statements, credit reports, and other data. Look for errors or suspicious items and report them right away. You can follow the recommendations on the enclosed “Steps You Can Take to Help Protect Your Information” for more information. MDSI also encourages you to enroll in the complimentary monitoring services being offered to you through Experian by using the enrollment information provided below.

For More Information: Further information about how to protect your personal information appears on the following page. If you have questions or need assistance, please call 1-833-918-7947 from 9:00 am to 9:00 pm Eastern, Monday through Friday (excluding holidays). Please be prepared to reference engagement number B131614 when speaking with an agent.

Please know that MDSI takes this matter very seriously and deeply regrets any worry or inconvenience that this may cause you.

Sincerely,

Management Data Systems International, Inc.

Steps You Can Take to Help Protect Your Information

Enroll in Monitoring: To help protect your identity, we are offering complimentary access to Experian IdentityWorksSM for 24 months.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration is available to you for 24 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration.

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary 24-month membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by** December 31, 2024 (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code**: ABCDEFGHI

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 1-833-918-7947 by December 31, 2024. Be prepared to provide engagement number B131614 as proof of eligibility for the Identity Restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARETM:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance^{**}:** Provides coverage for certain costs and unauthorized electronic fund transfers.

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also may contact one of the following three national credit reporting agencies:

Equifax

P.O. Box 105851
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Experian

P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 2000
Chester, PA 19016
1-800-916-8800
www.transunion.com

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

Security Freeze: You have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

Federal Trade Commission

600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov, and
www.ftc.gov/idtheft
1-877-438-4338

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include 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; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.

California Residents: Visit the California Office of Privacy Protection (www.oag.ca.gov/privacy) for additional information on protection against identity theft. Office of the Attorney General of California, 1300 I Street, Sacramento, CA 95814, 1-800-952-5225.

Kentucky Residents: Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, www.ag.ky.gov, Telephone: 1-502-696-5300.

Maryland Residents: You may wish to contact the Attorney General, Consumer Protection Division, for more information at 200 St. Paul Place, Baltimore, MD 21202, by telephone at 410-528-8662 or 888-743-0023, or by email at Consumer@oag.state.md.us. You can also visit the Consumer Protection Division website at <https://www.marylandattorneygeneral.gov/Pages/CPD/default.aspx> for more information. MDSI is located at 3450 Buschwood Park Drive, Tampa, Florida 33618.

New York Residents: You may wish to contact the Attorney General's Office at The Capitol, Albany, NY 12224-0341, or by telephone at 800-771-7755 or 800-788-9898. You may also contact Bureau of Internet and Technology Resources at 1-212-416-8433 or visit <https://www.dos.ny.gov/consumerprotection/> for more information.

North Carolina Residents: You may wish to contact the Attorney General's Office at 9001 Mail Service Center Raleigh, NC 27699-9001, or by telephone at 1-877-566-7226. You can also find more information from the Consumer Protection Division by visiting <https://ncdoj.gov/protectingconsumers/>.

Oregon Residents: You may wish to contact the Attorney General's Consumer Protection Division by email at help@oregonconsumer.gov or by telephone at 877-877-9392. You may also visit <https://www.doj.state.or.us/consumer-protection/> for more information.

