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November 21, 2024

VIA EMAIL (IDTHEFT@OAG.STATE.MD.US)

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

Dear Sir or Madam:

We represent SGII, Inc., dba SeneGence, a corporation located at 19651 Alter, Foothill Ranch, California 92610 and 301 S Main Street, Sapulpa, OK, 74066. We are writing to notify you, on behalf of our client, of a data security incident that has potentially affected the personal information of the residents of Maryland. This notice may be supplemented upon any further investigation. By providing this notice, SeneGence does not waive any rights or defenses regarding the applicability of Maryland law, the applicability of the relevant state statute, or personal jurisdiction.

Background: Our client, SeneGence, first became aware of a potential incident on July 25, 2024. Upon investigation, SeneGence discovered that on July 22, an unknown threat actor had utilized a vulnerability in its ecommerce platform, Adobe's Magento system, to gain access to the web checkout page. The threat actor was then able to inject malicious code into the website, displaying for consumers a fraudulent checkout page that prompted consumers to enter credit card information. The fraudulent payment page was discovered after multiple distributors and consumers reported an unusual extra window appearing during the checkout process. By July 27, the SeneGence IT team had successfully remediated the threat and ensured the security of its ecommerce platform.

The personal information that may have been impacted for Maryland residents may include one or more of the following: names, addresses, phone numbers, and credit card information.

Upon discovery of this incident, SeneGence acted quickly to minimize any impact to the personal information of its consumers, employees, and vendors. After successfully remediating the incident, SeneGence took several steps to ensure an incident like this could not happen again. SeneGence successfully patched the vulnerability that enabled the malicious code, ensuring that the threat actor could no longer access the Magento platform in the future. Additionally, SeneGence updated its patch management protocols, updated their security keys, added additional alerts for API calls, and developed a secure and proprietary methodology of performing future API calls. SeneGence has also developed additional WAF (web-application firewall) safeguards, which are security tools

that protect web applications by inspecting and filtering web traffic to block malicious activities. Furthermore, SeneGence is now beginning the process of moving away from Adobe's Magento platform entirely.

Notice to Maryland Residents: We have determined that the number of Maryland residents potentially affected by this security incident is ten (10). SeneGence has mailed notice to impacted individuals on November 22, 2024. Written notice to individuals was provided in substantially the same form as the letter attached here as Exhibit A. Please note that we reserve the right to update the draft letter.

Other Steps Taken and To Be Taken: SeneGence is taking action to provide assistance to potentially affected individuals. SeneGence is providing individuals whose personal information was potentially affected by this incident with access to credit monitoring services for 24 months through Experian at no cost to the individuals.

Additionally, SeneGence is providing impacted individuals with guidance on how to better protect against identity theft and fraud. These measures include advising individuals to report any suspected incidents of identity theft or fraud to their credit card company and/or bank. Our client is also providing individuals with information on how to place a fraud alert and security freeze on their credit file, information on protecting against fraud, 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 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.

Contact Information: Should you have any questions regarding this notification or other aspects of the data security incident, please contact us at 312-460-6426 or jcarle@seyfarth.com.

Very truly yours,

SEYFARTH SHAW LLP

A handwritten signature in dark ink, appearing to read "Jay C. Carle", written in a cursive style.

Jay C. Carle

JCC:US



Return Mail Processing
PO Box 589
Claysburg, PA 16625-0589



November 22, 2024

M4373-L02-0000002 T00001 P001 *****SCH 5-DIGIT 12345



SAMPLE A SAMPLE - L02 SENEENCE

APT ABC

123 ANY STREET

ANYTOWN, ST 12345-6789



RE: Important Security Notification. Please read this entire letter.

Dear Sample A. Sample:

We are writing to inform you about a potential data security incident that has occurred within our organization. We want to provide you with information about the incident, steps we are taking in response, and steps you may take to guard against identity theft and fraud should you feel it is appropriate to do so. Although we are unaware of any actual misuse of your data, we are providing you notice about the incident and about the tools that we are offering or that are otherwise available to protect you.

What Happened? On July 22, 2024, SeneGence experienced a cybersecurity incident involving an unknown threat actor who inserted a false checkout page into our e-commerce platform. This malicious page potentially allowed the threat actor to access personal information of consumers attempting to make purchases during the time the code was active. Upon discovering the incident on July 25, our team responded swiftly to secure the environment. By July 27, 2024, SeneGence had successfully remediated the threat and ensured the security of our platform.

What Information Was Involved? We have conducted a thorough investigation to determine what personal information may have been impacted. While we are presently not aware of any misuse of your data, the following personal information may have potentially been affected:

- Full Name
- Address
- Phone Number
- Credit Card Information

What Are We Doing? We understand that this may be concerning to you and we apologize for any inconvenience this may have caused. We want to assure you that we are taking steps to safeguard your personal information and to prevent any further incidents. To help ensure similar incidents do not happen again, SeneGence has fully remediated the vulnerability and implemented additional security measures to protect our systems, block malicious activities, and respond rapidly to emerging threats.

To help protect your identity, we are offering complimentary access to Experian IdentityWorksSM for twenty-four (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** February 28, 2025 (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 833-918-1320 by February 28, 2025 (5:59 UTC). Be prepared to provide engagement number B132698 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 ExtendCARE™:** 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.

For More Information. We sincerely regret any inconvenience or concern caused by this incident. If you have further questions or concerns, or would like an alternative to enrolling online, please call 833-918-1320 toll-free Monday through Friday from 8 am – 8 pm Central (excluding major U.S. holidays). Be prepared to provide your engagement number B132698.

What You Can Do: We encourage you to remain vigilant by reviewing your account statements and monitoring credit report information. You can also obtain information about fraud alerts and security freezes from the U.S. Federal Trade Commission (FTC) and the credit reporting agencies listed below:

- Federal Trade Commission, <https://www.ftc.gov>, 600 Pennsylvania Avenue, NW, Washington, DC 877-FTC-HELP
- Nationwide Consumer Reporting Companies:
 - Equifax, <https://www.equifax.com>, Equifax Credit Information Services, LLC, P.O. Box 740241, Atlanta, GA 30374, 1-800-525-6285
 - Experian, <https://www.experian.com>, Experian National Consumer Assistance Center, P.O. Box 4500, Allen, TX 75013, 1-888-397-3742

- TransUnion, <https://www.transunion.com>, TransUnion Consumer Relations, P.O. Box 2000, Chester, PA 19016-2000, 1-800-680-7289

To the extent you desire to freeze your credit report, you must separately place a credit freeze on your credit file at each of the three credit reporting agencies. There is no charge associated with placing a credit freeze. The following information should be included when requesting a credit freeze:

1. Full name, with middle initial and any suffixes;
2. Social Security number;
3. Date of birth (month, day, and year);
4. Current address and previous addresses for the past five (5) years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. Other personal information as required by the applicable credit reporting agency.

For Massachusetts Residents: You have the right to obtain a police report.

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 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 below. Instances of known or suspected identity theft should also be reported to law enforcement.

The Federal Trade Commission

600 Pennsylvania Avenue NW
Washington, DC 20580
www.identitytheft.gov,
1-877-ID-THEFT (1-877-438-4338)
TTY: 1-866-653-4261

District of Columbia Office of the Attorney General

Office of Consumer Protection
400 6th Street NW,
Washington, D.C. 20001
1-202-727-3400
<https://oag.dc.gov/consumer-protection>

Massachusetts Office of the Attorney General

Massachusetts Office of the Attorney General
Data Privacy and Security Division
Attn: Data Breach Notification
One Ashburton Place
Boston, MA 02108

Maryland Office of the Attorney General

Consumer Protection Division
200 St. Paul Place, 16th Floor
Baltimore, MD 21202
1-888-743-0023
www.oag.state.md.us

New York Office of Attorney General

Consumer Frauds & Protection
The Capitol, Albany, NY 12224
1-800-771-7755
<https://ag.ny.gov/consumer-frauds/identity-theft>

North Carolina Attorney General's Office

Consumer Protection Division
9001 Mail Service Center
Raleigh, NC 27699-9001
877-566-7226 (Toll-free within North Carolina)
919-716-6000
www.ncdoj.gov [ncdoj.gov]



Oregon Office of the Attorney General

Consumer Protection Division
Oregon Department of Justice
1162 Court St. NE,
Salem, OR 97301-4096
1-877-877-9392
<https://www.doj.state.or.us/consumer-protection/id-theft-data-breaches/identity-theft/>

Sincerely,



Nathalie Cedeno
SGII, Inc., dba SeneGence
General Counsel

* 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.