



MULLEN
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November 19, 2024

VIA E-MAIL

Office of the Attorney General
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202
E-mail: idtheft@oag.state.md.us

Re: Notice of Data Event

To Whom It May Concern:

We represent Bojangles' Restaurants, Inc. ("Bojangles") located at 9432 Southern Pine Boulevard, Charlotte, North Carolina 28273, and are writing to notify your office of an event that may affect the security of information relating to certain Maryland residents. This notice may be supplemented if significant new facts are learned subsequent to its submission. By providing this notice, Bojangles 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.

Nature of the Data Event

On March 12, 2024, Bojangles identified suspicious activity on its corporate network and immediately took steps to secure its systems and launched an investigation with the assistance of third-party cybersecurity and digital forensics specialists to determine the nature and scope of the activity. Bojangles also promptly reported the event to federal law enforcement. The investigation subsequently determined that certain files were subject to unauthorized access by an unknown actor between February 19, 2024 and March 12, 2024 and certain information was viewed or downloaded. Bojangles then undertook a comprehensive third-party data review of the potentially impacted data to determine what information was present on the systems and to whom the information related. Following the third-party review, Bojangles completed a time-intensive review of its internal records to identify contact information to provide notifications. This review recently completed.

The personal information that could have been subject to unauthorized access for Maryland residents includes: name, Social Security number, financial account information, passport number, and medical information.

Notice to Maryland Residents

On or about November 19, 2024, Bojangles provided written notice of this event to potentially affected individuals, including approximately eight hundred fifty-three (853) Maryland residents. Written notice is being provided in substantially the same form as the letter attached hereto as ***Exhibit A***.

Other Steps Taken and To Be Taken

Upon becoming aware of the event, Bojangles moved quickly to investigate and respond, assess the security of its systems, and identify potentially affected individuals. Further, Bojangles notified federal law enforcement and cooperate with their investigation. Bojangles is also working to implement additional cybersecurity safeguards and training to its employees. Bojangles is providing access to credit monitoring and identity restoration services for twelve (12) months, through IDX, to individuals whose personal information was potentially affected by this event, at no cost to these individuals. Bojangles also established a dedicated assistance telephone line to address any questions or concerns from notified individuals.

Additionally, Bojangles is providing potentially affected individuals with guidance on how to better protect against identity theft and fraud. Bojangles is providing individuals with information on how to place a fraud alert and security freeze on one's credit file, information on protecting against tax 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 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.

Bojangles is providing written notice of this event to appropriate state regulators, and to the three major consumer reporting agencies, Equifax, Experian, and TransUnion.

Contact Information

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (267) 930-4802.

Very truly yours,

A handwritten signature in black ink, appearing to read 'Sica', with a stylized flourish at the end.

Samuel Sica, III of
MULLEN COUGHLIN LLC

SZS/kzm
Enclosure

EXHIBIT A



P.O. Box 989728
West Sacramento, CA 95798-9728

<<First Name>> <<Last Name>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip>>
<<Country>>

Enrollment Code: <<ENROLLMENT>>

To Enroll, Scan the QR Code Below:



Or Visit:

<https://app.idx.us/account-creation/protect>

November 19, 2024

<<Variable Text 1>>

Dear <<First Name>> <<Last Name>>:

Bojangles' Restaurants, Inc. ("Bojangles") writes to inform you of an event that may affect the confidentiality of your information. Although we have no indication of identity theft or fraud in relation to this event, we are providing you with information about the event, our response, and additional measures you can take to help protect your information, should you determine it is appropriate to do so.

What Happened? On March 12, 2024, we identified suspicious activity on our corporate network. We promptly undertook an extensive investigation, with the assistance of cybersecurity specialists, to determine the nature and scope of the activity. The investigation subsequently determined that certain files were viewed and downloaded by an unknown actor between February 19, 2024 and March 12, 2024.

We then conducted a comprehensive review of the affected systems with the assistance of third-party data review specialists, to determine what information was contained within the systems and to whom the information relates. Following the third party review, we undertook a time-intensive manual review of the records to validate the information and identify address information to provide notifications. This review was recently completed.

What Information Was Involved? The information present within the impacted systems includes your name <<Variable Text 3>>.

What We Are Doing. We take this event and the security of information in our care seriously. Upon learning of the event, we moved quickly to investigate and respond, assess the security of our environment, and determine what information was potentially impacted. As part of our ongoing commitment to information security, we reviewed our existing policies and procedures, enhanced certain administrative and technical controls, and provided additional security training to reduce the likelihood of a similar future event. As an added precaution, we are offering complimentary credit monitoring and identity restoration services for <<12/24>> months through IDX.

What You Can Do. We encourage you to remain vigilant against incidents of identity theft by reviewing account statements and credit reports for unusual activity and to detect errors. We also encourage you to review the information contained in the enclosed *Steps You Can Take to Help Protect Personal Information*. In addition, you may enroll in the complimentary credit monitoring services available to you. Enrollment instructions are enclosed with this letter.

For More Information. If you have additional questions, you may call our toll-free assistance line at 1-866-943-1617 Monday through Friday from 9 am – 9 pm Eastern Time (excluding U.S. holidays). You may also write to Bojangles at 9432 Southern Pine Blvd., Charlotte, NC 28273.

Sincerely,

Bojangles' Restaurants, Inc.

STEPS YOU CAN TAKE TO HELP PROTECT PERSONAL INFORMATION

Enroll in Monitoring Services

1. Website and Enrollment. Scan the QR image or go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter. Please note the deadline to enroll is February 19, 2025.

2. Activate the credit monitoring provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

3. Telephone. Contact IDX at 1-866-943-1617 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. You should be aware, however, that using a credit freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a security freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a credit freeze, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
1-888-298-0045	1-888-397-3742	1-800-916-8800
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

Additional Information

Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps consumers can take to protect personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or their state attorney general. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and 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. Consumers can obtain further information on how to file such a complaint by way of the contact information listed above. Consumers have the right to file a police report if they ever experience identity theft or fraud. To file a report with law enforcement for identity theft, consumers will likely need to provide some proof that they have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and the consumer's state attorney general. 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) 442-9828; and oag.dc.gov.

For Maryland residents, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-576-6300 or 1-888-743-0023; and <https://www.marylandattorneygeneral.gov/>.

For New Mexico residents, consumers have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in their credit file has been used against them, the right to know what is in their credit file, the right to ask for their credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting bureaus must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to consumers' files is limited; consumers must give consent for credit reports to be provided to employers; consumers may limit "prescreened" offers of credit and insurance based on information in their credit report; and consumers may seek damages from violators. Consumers 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 consumers to review their 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 New York residents, the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov>.

For North Carolina residents, the North Carolina Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and www.ncdoj.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 1-401-274-4400. Under Rhode Island law, individuals have the right to obtain any police report filed in regard to this event. Fees may be required to be paid to the consumer reporting agencies. There are approximately 9 Rhode Island residents that may be impacted by this event.