

Melissa K. Ventrone
T (312) 360-2506
F (312) 517-7572
Email: mventrone@ClarkHill.com

Clark Hill
130 E. Randolph Street, Suite 3900
Chicago, Illinois 60601
T (312) 985-5900
F (312) 985-5999

November 19, 2024

VIA ELECTRONIC MAIL

Office of the Attorney General
Identity Theft Unit
200 St. Paul Place
Baltimore, MD 21202
IDTheft@oag.state.md.us

Dear Attorney General Brown,

We represent Genasys, Inc. (“Genasys”) with respect to a data security incident involving the potential exposure of certain personally identifiable information described in more detail below. Genasys is committed to answering any questions you may have about the data security incident, the response, and steps taken to prevent a similar incident in the future.

1. Nature of security incident.

On September 12, 2024, Genasys discovered suspicious activity on its systems. Genasys implemented its incident response protocols and began an internal investigation. External computer forensic specialists were engaged to help determine what occurred and whether any information was at risk. On September 14, 2024, Genasys learned that some documents may have been taken from its network, which may have included information associated with current and former employees. The forensic investigation is ongoing, and it is possible additional records containing PII may be identified. To date, the potentially impacted data includes the following: names, addresses, Social Security numbers, dates of birth, and limited benefits information.

2. Number of residents affected.

One (1) Maryland resident was notified of the incident. A notification letter was sent to the potentially affected individual on November 19, 2024 (a copy of the form notification letter is enclosed as Exhibit A).

3. Steps taken in response to the incident.

Genasys took steps to address this incident and prevent similar incidents in the future, including changing all passwords and deploying enhanced endpoint monitoring software. The FBI was also notified of this incident. Additionally, affected individuals were offered 12 months of credit monitoring and identity protection services through IDX.

November 19, 2024

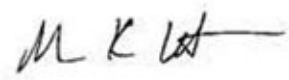
Page 2

4. Contact information.

Genasys takes the security of the information in its control seriously and is committed to ensuring information within its control is protected. If you have any questions or need additional information, please do not hesitate to contact me at mventrone@clarkhill.com or (312) 360-2506.

Sincerely,

CLARK HILL

A handwritten signature in black ink, appearing to read "M K Ventrone", with a horizontal line extending to the right.

Melissa K. Ventrone
Member

cc: Mariah Leffingwell – mleffingwell@clarkhill.com

Exhibit A



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

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

Enrollment Code: <<XXXXXXXXXX>>

To Enroll, Scan the QR Code Below:



Or Visit:

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

November 19, 2024

Notice of Data <<Variable Data 1: Security Incident/Breach>>

Dear <<First Name>> <<Last Name>>,

Genasys, Inc. ("Genasys") wanted to let you know about a recent data security incident that may have impacted your personal information. Genasys may have your information if you previously worked for Genasys. We take the privacy and security of your information seriously, and sincerely apologize for any concern or inconvenience this may cause you. This letter contains information about steps you can take to protect your information, and resources we are making available to help you.

What Happened?

On September 12, 2024, we discovered suspicious activity on our systems. As soon as we identified the suspicious activity, we implemented our incident response protocols and began an internal investigation. We also hired external computer forensic specialists to help us determine what occurred, and whether any information was at risk. The forensic investigation is ongoing, but on September 14, 2024, we learned that some documents taken from our network that may contain current and former employee information. We are not aware of any misuse associated with your information, but we wanted to notify you of this incident and provide you with resources to protect yourself.

What Information Was Involved?

From our preliminary review, it appears that documents containing your name, address, Social Security number, date of birth, and limited benefits information may have been impacted.

What We Are Doing:

We want to assure you that we are taking steps to prevent a similar incident from happening in the future. Since the incident, we deployed enhanced endpoint monitoring software, performed a global password reset, and implemented additional security controls.

In addition, we are offering identity theft protection services through IDX, A ZeroFox Company, the data breach and recovery services expert. IDX identity protection services include: << Membership Offering Length: 12/24>> months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed id theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

What You Can Do:

It is always a good idea to review your credit reports, bank account and other financial statements, and immediately contact your financial institution if you identify suspicious activity. We encourage you to contact IDX with any questions and to enroll in the free identity protection services by calling 833-903-3648, going to <https://app.idx.us/account-creation/protect>, or scanning the QR image and using the Enrollment Code provided above. IDX representatives are available Monday through Friday from 9 am - 9 pm Eastern Time. Please note the deadline to enroll is February 19, 2025. You will find detailed instructions for enrollment on the enclosed Recommended Steps document. Also, you will need to reference the enrollment code at the top of this letter when calling or enrolling online, so please do not discard this letter.

Additional information about protecting your identity is included in this letter, including recommendations by the Federal Trade Commission regarding identity theft protection and details on how to place a fraud alert or a security freeze on your credit file.

For More Information:

If you have any questions or concerns, please call 833-903-3648 Monday through Friday from 9 am - 9 pm Eastern Time or go to <https://app.idx.us/account-creation/protect>. Your trust is our top priority, and we deeply regret any inconvenience or concern that this may cause you.

Sincerely,

Richard Danforth

Richard Danforth
Chief Executive Officer
Genasys, Inc.



Recommended Steps to Help Protect Your Information

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.

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 833-903-3648 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

4. Review your credit reports. We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever 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 some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

5. Place Fraud Alerts with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. 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. The contact information for all three bureaus is as follows:

Credit Bureaus

Equifax Fraud Reporting
1-866-349-5191
P.O. Box 105069
Atlanta, GA 30348-5069
www.equifax.com

Experian Fraud Reporting
1-888-397-3742
P.O. Box 9554
Allen, TX 75013
www.experian.com

TransUnion Fraud Reporting
1-800-680-7289
P.O. Box 2000
Chester, PA 19022-2000
www.transunion.com

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

Please Note: No one is allowed to place a fraud alert on your credit report except you.

6. Security Freeze. By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. There is no cost to freeze or unfreeze your credit files.

7. You can obtain additional information about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

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, Telephone: 1-800-952-5225.

District of Columbia Residents: Office of the Attorney General, 400 6th Street, NW, Washington, DC 20001; 202-727-3400; oag@dc.gov.

Iowa Residents: Office of the Attorney General, 1305 E. Walnut Street, Des Moines, Iowa 50319; 515-281-5926; consumer@ag.iowa.gov.

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: Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, www.oag.state.md.us/Consumer, Telephone: 1-888-743-0023.

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 a violator. 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. You can 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.

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; <https://ag.ny.gov/>.

North Carolina Residents: Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, www.ncdoj.gov, Telephone: 1-919-716-6400.

Oregon Residents: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, www.doj.state.or.us/, Telephone: 1-877-877-9392.

Rhode Island Residents: Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, www.riag.ri.gov, Telephone: 1-401-274-4400. Total Rhode Island residents notified is 1.

All US Residents: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, <https://consumer.ftc.gov>, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.