

November 26, 2024

By Email

Writer's Direct Contact
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Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202
Idtheft@oag.state.md.us

To Whom It May Concern,

On behalf of HRB Tax Group, Inc. ("H&R Block"), I am writing to inform you of a recent incident that may have involved certain personal information relating to Maryland residents.

On August 9, 2024, H&R Block determined that, between May 13, 2024 and August 7, 2024, an unauthorized third party used personally identifiable information obtained from sources other than H&R Block to obtain access to information associated with certain accounts. As soon as H&R Block became aware of this activity, it began an investigation and engaged third-party experts to assist in determining the nature and scope of the incident. As part of its investigation, H&R Block conducted a detailed review and analysis of relevant accounts to determine the information in scope. This review was completed on November 6, 2024.

Based on its investigation, H&R Block believes that the unauthorized third party may have accessed information associated with certain clients' accounts or MyBlock accounts. This information may have included a client's or a client's family¹ members' name, Social Security number (or Individual Taxpayer Identification Number), and other information contained in a client's tax return(s) or pertaining to their account or MyBlock account, such as government-issued identification number, financial account information, or date of birth.

In response to this incident, H&R Block promptly terminated the unauthorized access and took proactive measures designed to limit future unauthorized access.

H&R Block will notify 304 Maryland residents of this incident on November 26, 2024. Additionally, as a precaution, H&R Block is also offering each client and their family identity theft protection services through IDX. IDX identity protection services include: 24 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed id theft recovery services. Clients may enroll in the free identity protection services

¹ As used in this letter, "family" refers to one or more children or dependents (as applicable).

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by calling 1-800-939-4170, going to <https://app.idx.us/account-creation/protect>, or scanning the QR image and using the enrollment code provided in their consumer notice letters.

Attached is a sample of the letter that H&R Block is providing to Maryland residents. Please do not hesitate to contact me at mwugmesiter@mofo.com if you have any questions.

Sincerely,

Miriam H. Wugmeister

H&R Block
Return Mail Processing Center:
P.O. Box 989728
West Sacramento, CA 95798-9728

<<First Name>> <<Last Name>>
<<Variable Text 2>>
<<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 26, 2024

<<Variable Text 1>>

On behalf of H&R Block, we are writing to notify you of a data security incident that may have involved certain personal information about you and your family¹. We take privacy and data security very seriously, and this letter is being sent to inform you of what happened, what information was involved, what we have done to respond to the matter, and next steps you can take.

WHAT HAPPENED. On August 9, 2024, we determined that between May 13, 2024 and August 7, 2024, an unauthorized third party appears to have used personally identifiable information obtained from sources other than H&R Block to obtain access to information associated with certain clients' accounts or MyBlock accounts. As soon as we became aware of this activity, we began an investigation and engaged third-party experts to assist us in determining the nature and scope of the incident. As part of the investigation, we conducted an additional detailed review and analysis of relevant accounts and determined that information about you and your family may be in scope. This review was completed on November 6, 2024.

WHAT INFORMATION WAS INVOLVED. Based on our investigation, we believe that the unauthorized third party may have accessed information associated with your account or MyBlock account. This information may have included you or your family members' names, Social Security numbers (or Individual Taxpayer Identification Numbers or "ITINs"), and other information contained in your tax return(s) or pertaining to an account or MyBlock account, such as government-issued identification number, financial account information, or date of birth.

WHAT WE ARE DOING. We engaged a third-party cybersecurity firm to assist with the investigation. We promptly terminated the unauthorized access and took proactive measures designed to limit future unauthorized access.

WHAT YOU CAN DO. Consistent with certain laws, we are providing you with the following information about steps you can take to protect against the potential misuse of your or your family's personal information.

We recommend getting an Identity Protection PIN (IP PIN) from the IRS. This six-digit number prevents someone else from filing a tax return using your Social Security number or ITIN. To learn more and sign up for an IP PIN, please visit <https://www.irs.gov/identity-theft-fraud-scams/get-an-identity-protection-pin>.

As a precaution, we are also offering you and your family (up to 2 adults and up to 5 minors) identity theft protection services through IDX, A ZeroFox Company, the data breach and recovery services expert. IDX identity protection services include: 24 months of credit² and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and

¹ As used in this letter, "family" refers to one or more children or dependents (as applicable).

² All IDX identity protection services are available to minors except credit monitoring.

fully managed id theft recovery services. With this protection, IDX will help you resolve issues if your or your family's identity is compromised.

We encourage you to enroll you and your family in the free identity protection services by calling 1-866-828-4512, going to <https://app.idx.us/account-creation/protect>, or scanning the QR image and using the Enrollment Code provided above. 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. This code is unique for your use and should not be shared. Note, only one adult can use the Enrollment Code above. Once you have enrolled, you can add a second adult and up to five minors by going to the account detail tab and adding them under Family Management. The second adult will receive an invite to set up their own member portal and the minors will be listed under the account that used the Enrollment Code.

If you think additional codes are required for other individuals in your family that may have been impacted, please call 1-866-828-4512 and additional codes will be provided to you if needed. IDX representatives are available Monday through Friday from 8 am – 8 pm Central Time. Please note the deadline to enroll is **90 days from the date of this letter**.

We also encourage you to review and consider the recommendations provided in the enclosed "Recommended Steps to Help Protect Your Information" attachment. It includes detailed instructions for enrollment and other helpful information.

FOR MORE INFORMATION. We strive to ensure a high level of data security and integrity and apologize for any concerns or inconvenience caused by this incident. Should you need any assistance or if you have questions about this matter, please call 1-866-828-4512 from 8 am – 8 pm Central Time, Monday through Friday, excluding major holidays.

Sincerely,

H&R Block

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 the 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 1-866-828-4512 to gain additional information about this incident 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 for incidents of fraud and identity theft, including by reviewing account statements and monitoring credit reports.

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 IDX's ID Care team who will help you determine the cause of the suspicious items. 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 of your state.

You may also periodically obtain credit reports from the nationwide credit reporting agencies. If you discover information on your credit report arising from a fraudulent transaction, you should request that the credit reporting agency delete that information from your credit report file. In addition, under federal law, you are entitled to one free copy of your credit report every 12 months from each of the three nationwide credit reporting agencies. You may obtain a free copy of your credit report by going to www.AnnualCreditReport.com or by calling (877) 322-8228. You may contact the nationwide credit reporting agencies at:

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

5. Fraud Alerts and Security Freezes. You may obtain additional information from the Federal Trade Commission (FTC) and the credit reporting agencies about fraud alerts and security freezes. You can add a fraud alert to your credit report file to help protect your credit information. A fraud alert can make it more difficult for someone to get credit in your name because it tells creditors to follow certain procedures to verify your identity. You may place a fraud alert in your file by calling any of the nationwide credit reporting agencies listed above. As soon as that agency processes your fraud alert, it will notify the other two agencies, which then must also place fraud alerts in your file. In addition, you can contact the nationwide credit reporting agencies at the numbers listed above to place a security freeze to restrict access to your credit report. You will need to provide the credit reporting agency with certain information, such as your name, address, date of birth, and Social Security number. After receiving your request, the credit reporting agency will send you a confirmation containing a unique PIN or password that you will need in order to remove or temporarily lift the freeze. You should keep the PIN or password in a safe place.

6. You can obtain additional information about the steps you can take to avoid identity theft from the following agencies. The FTC also encourages those who discover that their information has been misused to file a complaint with them. You may contact the FTC or law enforcement, including your state Attorney General, to report incidents of identity theft or to learn about steps you can take to protect yourself from identity theft. To learn more, you can go to the FTC's website at www.ftc.gov/idtheft, or call the FTC at (877) IDTHEFT (438-4338) or write to Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

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, <https://oag.dc.gov/>; Telephone: 202-727-3400.

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, <https://www.marylandattorneygeneral.gov/>, Telephone: 1-888-743-0023.

New Mexico Residents: You have rights pursuant to the Fair Credit Reporting Act (FCRA). You can review your rights pursuant to the FCRA by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf.

New York Residents: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>. New York Department of State Division of Consumer Protection, 99 Washington Avenue Suite 650, Albany, New York 12231, www.dos.ny.gov; Telephone: 1-800-697-1220.

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: 877-877-9392.

Rhode Island Residents: <<Variable Text 3>> Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, www.riag.ri.gov, Telephone: 401-274-4400. In addition, you may contact state or local law enforcement to determine whether you can file or obtain a police report relating to this incident.

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.