



PIERSON FERDINAND

MICHAEL E. KAR
PARTNER

Rockefeller Center
1270 Avenue of the Americas
7th Floor
New York, NY 10020

December 7, 2024

Direct: 1.631.215.3415
Email: michael.kar@pierferd.com

Via Email (idtheft@oag.state.md.us)

Maryland Office of the Attorney General
200 St. Paul Place
Baltimore, MD 21202

Data Security Incident Notification

Pierson Ferdinand LLP represents Amergis Healthcare Staffing, Inc. (“Amergis”) located at 7223 Lee Deforest Drive, Columbia, MD 21046, in connection with a data security incident described in more detail below. The protection and proper use of information in its possession is a top priority for Amergis, and Amergis has taken steps to prevent a similar incident from occurring again in the future.

1. Incident Description

Amergis is a staffing company that detected a business email compromise. Amergis secured and remediated the compromise, engaged additional third-party experts, enhanced its data security, and commenced an investigation. The investigation determined that certain personal or health information could have been available for compromise.

Amergis then conducted an extensive third-party data mining process to identify and notify potentially impacted individuals. Substitute notice is also in progress. Impacted data elements vary for each individual – the following personal information for your state’s residents could have been impacted by this incident: date of birth, driver’s license number, health information, and/or Social Security number.

2. Steps taken

Amergis is committed to ensuring the security and proper use of all information in its control. Amergis worked with experts to investigate how the incident occurred and take appropriate hardening steps to enhance network security and data privacy, including retraining employees on phishing and information governance. Amergis notified law enforcement regarding this incident.

Incident notification letters were mailed on November 29, 2024. A sample copy of the notification letters is attached as Enclosure A. This notification included complimentary credit monitoring, identity protection services, and identity theft insurance for twelve (12) months through TransUnion, a company specializing in fraud assistance and remediation services. At this time, Amergis is not aware of anyone experiencing fraud as a result of this incident.



3. Contact information

Amergis remains dedicated to protecting the sensitive information within its control. If you have any questions or need additional information, please do not hesitate to contact me at michael.kar@pierferd.com or +1(631) 215-3415.

Sincerely,

Michael E. Kar
Partner
Pierson Ferdinand LLP

Enclosure (1)

Amergis Healthcare Staffing, Inc.
Mail Processing
c/o Cyberscout
PO Box 1286
Dearborn, MI 48120-9998
Postal Endorsement Line



November 18, 2024

Via First-Class Mail

Notice of Data Incident

Dear [REDACTED],

Amergis Healthcare Staffing, Inc. (“Amergis”) detected a compromise to its email environment that could have impacted your personal information. We have no indication that your information has been or will be misused. We want to make you aware of the incident and the measures we have taken in response, as well as provide details on steps you can take - should you deem it appropriate - to help protect your information. The protection, privacy, and proper use of personal information is paramount, and we are working to prevent this type of incident from occurring again.

What Happened

Amergis identified unauthorized activity in Amergis email accounts. We secured and remediated the compromise, engaged additional third-party experts, hardened and enhanced our data security, and commenced an investigation. We have worked diligently to determine what information could have been compromised. Unfortunately, these types of incidents have become commonplace and impact organizations of all sizes.

What Information Was Involved

The third-party digital forensic investigation determined that your personal information was in an email account that was compromised by an unauthorized third-party. While the impacted data elements vary, this compromise could have included your [REDACTED]. Please note that we have no evidence at this time that any of your information has been misused as a result of the incident.

What We Are Doing

We take this incident seriously and are committed to the strength of our cybersecurity to prevent a similar event from occurring in the future. We are also focused on continuous awareness training and assessment of our data security. We have notified law enforcement regarding this incident.

Additionally, out of an abundance of caution, we have arranged for you to activate complimentary Credit monitoring and identity restoration services for twelve (12) months by Cyberscout. These services will be provided by Cyberscout, a TransUnion company specializing in fraud assistance and remediation services. To enroll in these services, please follow the instructions provided within ninety (90) days of the date of this letter. You can enroll by using enrollment code [REDACTED] and visiting <https://bfs.cyberscout.com/activate>.

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Please note that to activate monitoring services, you will need an internet connection and e-mail account. Additionally, you may be required to provide your name, date of birth, and Social Security number to confirm your identity. Due to privacy laws, we cannot register you directly. Certain services might not be available for individuals who do not have a credit file with the credit bureaus or an address in the United States (or its territories) and a valid Social Security number. Activating this service will not affect your credit score.

What You Can Do

We are not aware of anyone experiencing fraud as a result of this incident. As data incidents are increasingly common, we encourage you to always remain vigilant, monitor your accounts, and immediately report any suspicious activity or suspected misuse of your personal information. We encourage you to review the [Additional Important Information](#) located on the following pages, which includes further steps to safeguard your personal information, such as implementing a fraud alert or security freeze.

For More Information

If you have any questions, call at **833-833-0235** between 8:00 AM and 8:00 PM Eastern Time, Monday through Friday, excluding holidays. Please know that Amergis Staffing values the protection of our network and the privacy of personal information, and we understand the concern that these incidents cause.

Sincerely,

Amergis Healthcare Staffing, Inc.

Additional Important Information

Monitoring: You should always remain vigilant and monitor your accounts for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for suspicious or unusual activity. You can report suspicious activity to financial institutions or law enforcement.

Fraud Alert: You can place fraud alerts with the three major credit bureaus by phone and online as set forth below with Equifax, TransUnion, or Experian. 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. Initial fraud alerts last for one year. Victims of identity theft can get an extended fraud alert for seven years.

Credit Report: Consumers are also entitled to one free credit report annually from each of the three credit reporting bureaus. To order your free credit report: visit www.annualcreditreport.com; call, toll-free, 1-877-322-8228; or mail a completed Annual Credit Report Request Form (available at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

Security Freeze: You have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, regular stamped mail, or by following the instructions found at the websites listed below. The following information may need to be included when requesting a security freeze: (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current and addresses for the past five years; (5) proof of address; (6) Social Security Card, pay stub, or W2; or (7) government-issued identification card. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. It is free to place, lift, or remove a security freeze. You may also place a security freeze for children under the age of 16. You may obtain a free security freeze by contacting any one or more of the following national consumer reporting agencies:

<u>TransUnion</u>	<u>Experian</u>	<u>Equifax</u>
1-888-909-8872	1-888-397-3742	1-800-349-9960
www.transunion.com/credit-help	www.experian.com/help/	www.equifax.com/personal/credit-report-services/
<u>Fraud Alert</u> P.O. Box 2000 Chester, PA 19016	<u>Fraud Alert</u> P.O. Box 9554 Allen, TX 75013	<u>Fraud Alert</u> P.O. Box 105069 Atlanta, GA 30348-5069
<u>Credit Freeze</u> P.O. Box 160, Woodlyn, PA 19094	<u>Credit Freeze</u> P.O. Box 9554, Allen, TX 75013	<u>Credit Freeze</u> P.O. Box 105788 Atlanta, GA 30348-5788

Implementing an Identity Protection PIN (IP PIN) with the IRS: To help protect against a fraudulent tax return being filed under your name, we recommend Implementing an Identity Protection PIN (IP PIN) with the IRS. An IP PIN is a six-digit number that prevents someone else from filing a tax return using your Social Security number or Individual Taxpayer Identification Number. The IP PIN is known only to you and the IRS. It helps the IRS verify your identity when you file your electronic or paper tax return. Even though you may not have a filing requirement, an IP PIN still protects your account.



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If you don't already have an IP PIN, you may get an IP PIN as a proactive step to protect yourself from tax-related identity theft. The fastest way to receive an IP PIN is by using the online Get an IP PIN tool found at: <https://www.irs.gov/identity-theft-fraud-scams/get-an-identity-protection-pin>. If you wish to get an IP PIN and you don't already have an account on IRS.gov, you must register and validate your identity. Spouses and dependents are eligible for an IP PIN if they can pass the identity verification process. Some items to consider when obtaining an IP PIN with the IRS: (1) an IP PIN is valid for one calendar year; (2) a new IP PIN is generated each year for your account; (3) logging back into the Get an IP PIN tool, will display your current IP PIN; and (4) an IP PIN must be used when filing any federal tax returns during the year including prior year returns.

Fair Credit Reporting Act: Individuals interacting with credit reporting agencies have rights under the Fair Credit Reporting Act. We encourage you to review your rights under the Fair Credit Reporting Act by visiting https://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by requesting information in writing from the Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

Federal Trade Commission: More information can be obtained by contacting the Federal Trade Commission Consumer Response Center, 600 Pennsylvania Ave, NW Washington, DC 20580 1-877-IDTHEFT (438-4338) www.ftc.gov/idtheft.

For Massachusetts residents: You can obtain a police report if you are a victim of identity theft.

For Iowa residents: You can report any suspected identity theft to law enforcement or to the Attorney General.

For Oregon residents: You can report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

For Vermont residents: If you do not have internet access but would like to learn more about how to place a security freeze on your credit report, contact the Vermont Attorney General's Office at 802-656-3183 (800-649-2424 toll free in Vermont only).

For Rhode Island residents: You can obtain a police report if you are a victim of identity theft and contact the Rhode Island Office of the Attorney General at: 150 South Main Street, Providence, RI 02903; 1-401-274-4400; www.riag.ri.gov. There are approximately [REDACTED] Rhode Island residents that may be impacted by this incident.

Residents of the below states can obtain additional information regarding identify theft and more at:

- **District of Columbia Attorney General:** 400 6th Street, NW, Washington, D.C. 20001; 202-727-3400; and <https://oag.dc.gov>.
- **Maryland Office of the Attorney General:** Consumer Protection Division, 200 St. Paul Place, 16th Fl, Baltimore, MD 21202; 1-888-743-0023; <https://www.marylandattorneygeneral.gov>.
- **New York Attorney General:** Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov>.
- **North Carolina Attorney General:** 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and <https://www.ncdoj.gov>.