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CONFIDENTIAL – NOT SUBJECT TO MD PIA

December 9, 2024

VIA E-MAIL

Office of the Attorney General Anthony Brown
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202
Idtheft@oag.state.md.us

Re: *State Breach Notification*

Dear Attorney General Anthony Brown:

I am writing on behalf of my client Sabre GLOB Inc. (“Sabre”) to inform you of a security incident that may have involved personally identifiable information (PII) of residents in your state.

On September 6, 2023, Sabre became aware that the confidentiality of some of its employee related information, including personal information maintained by Sabre, was compromised by an unauthorized third party and in some instances was posted on the dark web in a series of posts concluding in October 2023. Upon learning of the incident, Sabre took immediate action to activate its incident response protocols to investigate and promptly implement containment measures.

[REDACTED]

[REDACTED] While undergoing this analysis, out of an abundance of caution, Sabre notified current employees of the incident and offered complementary credit monitoring services.

The information involved in this incident may have included details about the personal information of two hundred thirty-seven (237) Maryland residents. Particularly, the information involved may have included name, Social Security number, date of birth, employment related information, financial account information, identification documents such as passport, driver’s license, or national ID numbers, and signature.

Sabre will begin notifying impacted individuals via U.S. Mail on or about December 9, 2024.

December 9, 2024

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WILMERHALE

Sabre is making available a complimentary two-year membership in an identity theft protection service for eligible affected individuals. Information about these services is contained in the notification letters to the potentially affected individuals.

A copy of a model notification letter addressed to the individuals is enclosed as **Attachment A**.

WilmerHale has designated this letter as confidential because it contains confidential and proprietary business information that is exempt from a request under the Maryland Public Information Act ("MD PIA"). See Md. Ann. Code art. GP, § 4-101 et seq. We request that you take all available steps to prevent the disclosure of this letter to third parties.

We assert all available protections regarding this information so that it will not be released without Sabre's written authorization.

Sabre does not intend to, and does not, waive any applicable privilege. If it were found that any of the information provided constitutes disclosure of otherwise privileged matters such disclosure would be inadvertent.

Please do not hesitate to contact me if you have any questions.

Sincerely,

Benjamin A. Powell

Benjamin A. Powell

Enclosure

CONFIDENTIAL – NOT SUBJECT TO MD PIA

Attachment A
FORM OF INDIVIDUAL NOTICE LETTER



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

December 9, 2024

Engagement Number: [REDACTED]
Reference Number: [INTERNAL ID]

M5027-L01-0000001 T00001 P001 *****SCH 5-DIGIT 12345



SAMPLE A SAMPLE - L01
APT ABC
123 ANY STREET
ANYTOWN, ST 12345-6789



Re: Notice of Data Breach

Dear Sample A. Sample:

We are writing to inform you of an incident that may have involved some of your personal information.

WHAT HAPPENED?

On September 6, 2023, Sabre GLBL Inc. (“Sabre”) became aware that the confidentiality of some of its employee related information, including personal information maintained by Sabre, was compromised by an unauthorized third party that in some instances was posted on the dark web in a series of posts concluding in October 2023.

Upon learning of the incident, Sabre took immediate action to activate its incident response protocols to investigate and promptly implement containment measures. [REDACTED]

[REDACTED] Based on a complex and intricate data analysis process, Sabre recently determined that your personal information may have been accessed by the unauthorized third-party.

WHAT INFORMATION WAS INVOLVED?

Protecting our employees’ personal information is of critical importance to Sabre. The personal information at issue related to your employment or related relationship with Sabre may include your name, Social Security number, date of birth, employment related information, financial account number, identification documents such as passport, driver’s license, or national ID numbers, and signature.

WHAT WE ARE DOING

We would like to offer you free credit monitoring and identity theft protection services. We will pay for the cost of this service for 24 months so that it is free for you. We have attached steps on how to sign up for this free service.

You may take advantage of the below offering in addition to any other similar services to which you have previously enrolled.



To help protect your identity, Sabre will be offering complimentary access to Experian IdentityWorksSM for 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** [REDACTED] (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: [REDACTED]
- Provide your **activation code**: [REDACTED]

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 [REDACTED] by [REDACTED] (5:59 UTC). Be prepared to provide engagement number [REDACTED] 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.¹
- **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 ExtendCARETM:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance²:** Provides coverage for certain costs and unauthorized electronic fund transfers.

¹ Offline members will be eligible to call for additional reports quarterly after enrolling.

² 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.

WHAT YOU CAN DO

We recommend you take the following precautions to protect your personal information:

- Review your credit reports and account statements over the next 12 to 24 months and notify your financial institution of any unauthorized transactions or incidents of suspected identity theft. (Refer to tips on back of this letter).
- Enroll in the complimentary Credit Monitoring Service.
- Refer to the enclosed attachments (Attachment A: Additional Information on Protecting Your Information and Attachment B: Additional State Law Information) for additional precautions you can take.

FOR MORE INFORMATION

Should you have any questions, please call our dedicated assistance line at [REDACTED] (toll free), Monday through Friday, from 8am - 8pm Central Time (excluding U.S. holidays). Please be prepared to provide engagement number [REDACTED].

We regret any concern or inconvenience this incident may cause you.

Sincerely,

Sabre GLBL Inc.

3150 Sabre Drive, Southlake, TX 76092

ENC:

Attachment A: Additional Information on Protecting Your Information

Attachment B: Additional State Law Information

Attachment A: Additional Information on Protecting Your Information

Monitor Your Accounts

You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below.

Equifax®
P.O. Box 740241
Atlanta, GA 30374-0241
1-800-685-1111
www.equifax.com

Experian
P.O. Box 9701
Allen, TX 75013-9701
1-888-397-3742
www.experian.com

TransUnion®
P.O. Box 1000
Chester, PA 19016-1000
1-800-888-4213
www.transunion.com

When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you did not initiate or do not recognize. Look for information, such as home address and Social Security number, that is not accurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

Credit Freeze

You have the right to put a security freeze, also known as a credit freeze, on your credit file, so that no new credit can be opened in your name without the use of a Personal Identification Number (PIN) that is issued to you when you initiate a freeze. A credit freeze is designed to prevent potential creditors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to access your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. Should you wish to place a credit freeze, please contact all three major consumer reporting agencies identified above.

You must separately place a credit freeze on your credit file at each credit reporting agency. The following information should be included when requesting a credit freeze: Full name, with middle initial and any suffixes; Social Security number; date of birth (month, day, and year); current address and previous addresses for the past five (5) years; proof of current address, such as a current utility bill or telephone bill; and other personal information as required by the applicable credit reporting agency. If you request a credit freeze online or by phone, the credit reporting agencies have one (1) business day after receiving your request to place a credit freeze on your credit file. If you request a lift of the credit freeze online or by phone, the credit reporting agency must lift the freeze within one (1) hour. If you request a credit freeze or lift of a credit freeze by mail, the credit reporting agency must place or lift the credit freeze no later than three (3) business days after getting your request.

Fraud Alerts

You also have the right to place an initial or extended fraud alert on your credit file at no cost. An initial fraud alert lasts 1-year. 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 lasts 7 years. Should you wish to place a fraud alert, please contact any one of the major consumer reporting agencies listed above. The agency you contact will then contact the other two credit agencies.

Attachment B: Additional State Law Information

You can further educate yourself regarding identity theft and the steps you can take to protect yourself, by contacting your state Attorney General or the Federal Trade Commission. Instances of known or suspected identity theft should be reported to law enforcement, your Attorney General, and the FTC. **The Federal Trade Commission:** 600 Pennsylvania Avenue, NW Washington, DC 20580. 1-877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261; and www.ftc.gov/idtheft.

For residents of the District of Columbia, Iowa, Maryland, New York, North Carolina, Oregon and Rhode Island

You may contact your Attorney General for additional information about avoiding identity theft. If you are a Rhode Island resident, you may also file a police report by contacting local or state law enforcement agencies. You may use the following information to contact your attorney general:

Office of the Attorney General Office of Consumer Protection 400 6th Street, NW Washington, DC 20001 (202) 442-9828 www.oag.dc.gov	Office of the Iowa Attorney General Hoover State Office Building 1305 E. Walnut Street Des Moines, IA 50319 (515) 281-5926 / (888) 777-4590 www.iowaattorneygeneral.gov	Maryland Office of the Attorney General Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202 (410) 528-8662 www.marylandattorneygeneral.gov	Oregon Department of Justice 1162 Court Street NE Salem, OR 97301-4096 (877) 877-9392 www.doj.state.or.us
New York Attorney General Consumer Frauds & Protection Bureau 120 Broadway, 3rd Floor New York, NY 10271 (800) 771-7755 www.ag.ny.gov	New York Department of State Division of Consumer Protection 99 Washington Avenue Suite 650 Albany, New York 12231 (800) 697-1220 www.dos.ny.gov	North Carolina Department of Justice 9001 Mail Service Center Raleigh, NC 27699-9001 (919) 716-6000 www.ncdoj.gov	Rhode Island Office of the Attorney General Consumer Protection Division 150 South Main Street Providence, RI 02903 (401) 274-4400 www.riag.ri.gov

For residents of Massachusetts: Under Massachusetts law, you have the right to obtain any police report filed in connection to the incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

For residents of New Mexico: You have rights under the federal Fair Credit Reporting Act (FCRA). These include, among others, the right to know what is in your file; to dispute incomplete or inaccurate information; and to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, please visit https://files.consumerfinance.gov/f/201504_cfbp_summary_your-rights-under-fcra.pdf or www.ftc.gov.