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CONFIDENTIAL

December 18, 2024

VIA ELECTRONIC MAIL

Office of the Attorney General
200 St. Paul Plaza
Baltimore, MD 21202
Idtheft@oag.state.md.us

Dear Attorney General:

We are writing to inform you that LenelS2 recently experienced a cybersecurity incident that affected residents of Maryland. In an abundance of caution, we will be sending notices to Maryland residents advising them of this incident.

On November 4, 2024, LenelS2 identified unauthorized access to a portion of its network. Upon detection, we promptly took action to protect our systems and launched an investigation of the incident with the support of leading outside cybersecurity experts. Our security team took immediate steps to address this incident, including contacting law enforcement, blocking the unauthorized access, and securing all impacted systems.

Through our investigation, we determined that certain personal information stored on our network was affected by this incident. Following a detailed review of the contents of this information, LenelS2 determined that Maryland residents were impacted. The information involved may include: name, address, date of birth, driver's license number, social security number, financial account information, and/or health information.

As previously mentioned, we initiated an investigation with the assistance of external cybersecurity experts to help remediate and ensure the ongoing security of our network. LenelS2 is continuing to monitor and improve its capabilities to detect any further threats and avoid any further unauthorized activity. We have implemented additional layers of controls and continue to regularly review and update our policies, conduct vulnerability scanning, and perform penetration testing to test and monitor compliance with our security policies.

We are committed to protecting the privacy and security of the personal information in our care. We will be notifying the affected residents of Maryland and providing them with information on steps they can take to protect themselves. LenelS2 has arranged to provide credit monitoring and identity protection services to affected individuals at no cost for two years.

Please contact me if you have any questions.

Sincerely,

A handwritten signature in blue ink, appearing to read "William E. Ridgway".

William E. Ridgway

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For More Information. We take our responsibility to protect your information extremely seriously, and we are very sorry for any inconvenience that this incident may cause you. If you have any questions regarding this incident or the services available to you, assistance is available by calling 866-736-9716 toll-free Monday through Friday from 8:00am – 8:00pm CT (excluding major U.S. holidays). Please note that this notice is personalized for you and that other individuals whose personal data may have been involved will receive their own personalized notices as well.

Sincerely,

A handwritten signature in cursive script that reads "Mariah White".

Mariah White
HR Director, LenelS2

ADDITIONAL INFORMATION

Please note that you can contact the Federal Trade Commission (“FTC”), your attorney general, and the national consumer reporting agencies for more information on fraud alerts, security freezes and other steps you can take to avoid identity theft:

Equifax, P.O. Box 105788, Atlanta, Georgia 30348, 1-877-478-7625, www.equifax.com

Experian, P.O. Box 2002, Allen, TX 75013, 1-888-397-3742, www.experian.com

TransUnion, P.O. Box 2000, Chester, PA 19016, 1-800-680-7289, www.transunion.com

Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, D.C. 20580, 1-877-FTC-HELP (382-4357), www.ftc.gov/idtheft.

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 above.

Additional information about security freezes is included below. Please also note that you can report any suspected incidents of identity theft to law enforcement, your state’s attorney general and the FTC. In certain states, you may also obtain any police report filed about this issue. You also have other rights under the Fair Credit Reporting Act (“FCRA”). For further information about your rights under the FCRA, please visit https://files.consumerfinance.gov/f/201410_cfpb_summary_your-rights-under-fcra.pdf.

Additional Information for California, Connecticut, District of Columbia, Iowa, Maryland, New York, North Carolina, and Oregon Residents. You can obtain information about steps to prevent identity theft and/or report identity theft to your state attorney general at:

- California Department of Justice, Office of Privacy Protection, PO Box 944255, Sacramento, CA 94244-2550, 800-952-5225, www.oag.ca.gov/privacy
- Connecticut Attorney General’s Office, 55 Elm St. Hartford, CT 06106, 860-808-5318, <http://www.ct.gov/ag>
- Office of the Attorney General for the District of Columbia, 400 6th Street NW, Washington, D.C. 20001, 202-727-3400, <https://oag.dc.gov/>
- Office of the Attorney General of Iowa, Hoover State Office Building, 1305 E. Walnut St., Des Moines, IA 50319, 515-281-5164, <http://www.iowaattorneygeneral.gov/>
- Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, 888-743-0023 (toll-free in Maryland), 410-576-6300, www.marylandattorneygeneral.gov
- New York Office of the Attorney General, The Capitol, Albany, NY 12224-0341, 800-771-7755, <https://ag.ny.gov>
- North Carolina Attorney General’s Office, 9001 Mail Service Center, Raleigh, NC 27699-9001, 877-566-7226 (toll-free in North Carolina), 919-716-6400, www.ncdoj.gov
- Oregon Department of Justice, 1162 Court St. NE, Salem, OR 97301-4096, 503-378-4400, <http://www.doj.state.or.us/>

Additional Information About Security Freezes. You also have a right to place a “security freeze” on your credit report at no charge, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans and services from being approved in your name without your consent. However, you should be aware that using a security 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. In addition, a security freeze does not apply to a person or entity, or its affiliates, or collection agencies acting on behalf of the person or entity, with which you have an existing account that requests information in your credit report for the purposes of reviewing or collecting the account. Reviewing the account includes activities related to account maintenance, monitoring, credit line increases, and account upgrades and enhancements.



If you wish to place a security freeze on your credit file, you must separately place a security freeze on your credit file at each credit reporting agency. In order to place a security freeze, you may 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 five years; (5) Proof of current address; and (6) A legible copy of a government issued identification card. You can contact each credit reporting agency below for details on what information each company requires and to place a security freeze on your credit file:

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348
800-349-9960
www.equifax.com

Experian Security Freeze

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

TransUnion

P.O. Box 160
Woodlyn, PA 19094
888-909-8872
www.transunion.com

Additional Information About Identity Protection Services.

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.*
- **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 ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

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 at 866-736-9716. 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. You will also find self-help tips and information about identity protection at this site.

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

** 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.



