



PIERSON FERDINAND

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January 14, 2025

VIA EMAIL DELIVERY (Idtheft@oag.state.md.us)

Office of the Attorney General

Attn.: Security Breach Notification

200 St. Paul Place

Baltimore, MD 21202

Re: Notice of Data Breach

Dear Sir or Madam:

This firm represents Enviro Arbor Solutions LLC ("EAS") in connection with the above-referenced matter. Please accept the following as formal *Security Breach Notification* with respect to a security incident involving EAS' information.

On or about April 9, 2024, EAS discovered that an unauthorized third party accessed certain EAS email accounts. EAS takes the security of sensitive information in its possession very seriously. Upon discovery, we took prompt action to secure the email environment, launched an internal investigation into this incident, and retained external, nationally recognized computer forensic experts to confirm these findings and to identify the full extent of data potentially exposed as a result of this incident. Based on a thorough investigation of the data, it was determined that information related to individuals' first name, last name, birth date, driver's license/government ID number, financial account number, financial account routing number, health insurance carrier, health insurance policy number, health insurance member identification/ group number, biometric information, clinical or treatment information, provider name, medical record number, passport number, username/email address and password and Social Security number were subject to unauthorized access. At this time, we are not aware of any misuse of this information.

EAS made immediate enhancements to its systems, security and practices. Additionally, they have engaged appropriate experts to assist in conducting a full review of its security practices and systems to ensure that enhanced security protocols are in place going forward. EAS is committed to helping those people who may have been impacted by this unfortunate situation. EAS is providing access to Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score services at no charge. Based on findings from the investigation, Chicago Cardiology has determined that certain personal information belonging to one (1) Maryland resident was contained in affected email account.

EAS provided direct notice to the impacted Maryland resident on or about December 6, 2024.



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A draft of the notification letter sent to the Maryland resident is attached as Exhibit A. The notification outlines the nature of the incident, the steps that EAS took to remediate the incident and offers complimentary identify theft protection and credit monitoring services to the affected individual. The letter also contains specific instructions for enrolling in the free services previously described.

Should you have any questions or concerns, please contact me directly at (614) 245-8418 or at edmund.brown@pierferd.com.

Very truly yours,

Edmund F. Brown

<<Company name>>

c/o Cyberscout

<<Return Address1>> <<Return Address2>>

<<Return City, State>> <<Return Zip>>



ENVIRO ARBOR SOLUTIONS

<<First Name>> <<Last Name>>

<<Address1>> <<Address2>>

<<City>>, <<State>> <<PostalCode+4>>

<<Date>>

<< Custom Field 1 >>

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

Enviro Arbor Solutions (“EAS”) values and respects the privacy of your information, which is why we are writing to advise you of a recent incident that may have involved some of your personal information. We take the protection and proper use of your information very seriously. For this reason, we are contacting you directly to explain the circumstances of the incident.

What Happened?

On or about April 9, 2024, EAS discovered that an unauthorized third party accessed certain EAS email accounts. EAS takes the security of sensitive information in its possession very seriously. Upon discovery, we took prompt action to secure the email environment, launched an internal investigation into this incident, and retained external, nationally recognized computer forensic experts to confirm these findings and to identify the full extent of data potentially exposed as a result of this incident.

What Information was Involved?

Based on a thorough investigation of the data, it was determined that information related to individuals’ first name, last name, birth date, driver’s license/government ID number, financial account number, financial account routing number, health insurance carrier, health insurance policy number, health insurance member identification/ group number, biometric information, clinical or treatment information, provider name, medical record number, passport number, username/email address and password and Social Security number were subject to unauthorized access. At this time, we are not aware of any misuse of this information.

What is Enviro Arbor Solutions doing to address this situation?

EAS has made immediate enhancements to our systems, security and practices. Additionally, we have engaged appropriate experts to assist us in conducting a full review of our security practices and systems to ensure that enhanced security protocols are in place going forward. We are committed to helping those people who may have been impacted by this unfortunate situation.

In response to the incident, we are providing you with access to **Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score** services at no charge. These services provide you with alerts for <<Service Length>> months from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place with the bureau. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud. These services will be provided by Cyberscout, a TransUnion company specializing in fraud assistance and remediation services.

How do I enroll for the free services?

To enroll in Credit Monitoring services at no charge, please log on to <https://bfs.cyberscout.com/activate> and follow the instructions provided. When prompted please provide the following unique code to receive services: << Unique Code>>. In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available

to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

What you can do.

Please review the “Additional Resources” section below. This section describes additional steps you can take to help protect yourself, 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.

ADDITIONAL RESOURCES

Contact information for the three nationwide credit reporting agencies:

Equifax, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111

Experian, PO Box 2104, Allen, TX 75013, www.experian.com, 1-888-397-3742

TransUnion, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-888-4213

Free Credit Report. It is recommended that you remain vigilant by reviewing account statements and monitoring your credit report for unauthorized activity, especially activity that may indicate fraud and identity theft. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting agencies.

To order your annual free credit report please visit **www.annualcreditreport.com** or call toll free at **1-877-322-8228**.

You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission’s (“FTC”) website at www.consumer.ftc.gov) to:

Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents: You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

Fraud Alerts. There are two types of fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft and you have the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by contacting any of the three national credit reporting agencies.

Security Freeze. You have the ability to place a security freeze, also known as a credit freeze, on your credit report free of charge.

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 may use an online process, an automated telephone line, or submit a written request to any of the three credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that, if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past 5 years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, and display your name, current mailing address, and the date of issue.

Federal Trade Commission and State Attorneys General Offices. If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General’s office in your home state. You may also contact these agencies for information on how to prevent or minimize the risks of identity theft.

You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, www.ftc.gov/bcp/edu/microsites/idtheft/, 1-877-IDTHEFT (438-4338).

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

For North Carolina residents: You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, www.ncdoj.gov, 1-877-566-7226.

For 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/>.

For Connecticut residents: You may contact the Connecticut Office of the Attorney General, 165 Capitol Avenue, Hartford, CT 06106, 1-860-808-5318, www.ct.gov/ag.

For Massachusetts residents: You may contact the Office of the Massachusetts Attorney General, 1 Ashburton Place, Boston, MA 02108, 1-617-727-8400, www.mass.gov/ago/contact-us.html

Reporting of identity theft and obtaining a police report.

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

For Massachusetts residents: You have the right to obtain a police report if you are a victim of identity theft.

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

What if I want to speak with Enviro Arbor Solutions regarding this incident?

Representatives are available for 90 days from the date of this letter, to assist you with questions regarding this incident, between the hours of 8:00 a.m. to 8:00 p.m. Eastern time, Monday through Friday, excluding holidays. Please call the help line at 1-800-405-6108 and supply the fraud specialist with your unique code listed above.

At EAS we take our responsibilities to protect your personal information very seriously. We are deeply disturbed by this situation and apologize for any inconvenience.

Sincerely,

A handwritten signature in black ink, appearing to read "Andy Cushman". The signature is fluid and cursive, with the first name "Andy" and last name "Cushman" clearly distinguishable.

Andy Cushman
National Director of Operations