



MULLEN
COUGHLIN^{LLC}
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February 4, 2025

VIA E-MAIL

Office of the Attorney General
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202
E-mail: idtheft@oag.state.md.us

Re: Notice of Data Event

To Whom It May Concern:

We represent American Plumbing & Heating Corporation (“APH”) located at 1000 Cordwainer Drive, Norwell, MA 02061, and write to notify your office of a matter that affects the security of certain information relating to approximately one (1) Maryland resident. This notice may be supplemented if any new, significant facts are learned subsequent to its submission. By providing this notice, APH does not waive any rights or defenses regarding the applicability of Maryland law, the applicability of the Maryland data event notification statute, or personal jurisdiction.

Nature of the Data Event

On December 18, 2024, APH learned that certain files on its computer systems were locked by a computer virus. In response, APH took steps to verify the security of its computer network, securely recover its systems from backups, and determine what occurred. During APH’s review of this matter, it identified that certain files were copied without permission on December 18, 2024. After identifying the files, APH completed a comprehensive review to determine their contents and to whom the contents related. The types of information identified in the reviewed files were name and Social Security number. APH also worked to identify contact information so it could let those individuals know about this matter, which was complete on or around January 16, 2025. APH then arranged to provide notification with complimentary identity monitoring services.

Notice to Maryland Resident

On February 4, 2025, APH provided written notice of this matter to approximately one (1) Maryland resident. Written notice is being provided in substantially the same form as the letter attached here as ***Exhibit A***.

Other Steps Taken and To Be Taken

Upon identifying this matter, APH moved quickly to investigate what occurred, assess the security of its systems, and identify potentially affected individuals. Further, APH notified federal law enforcement regarding the event. Additionally, while APH does have safeguards in place to protect information in its care, as part of its response to this matter, it implemented supplemental technical security measures and practices to reduce the risk of an event like this reoccurring. APH is providing access to credit monitoring services for twenty-four (24) months, through TransUnion, to individuals whose personal information was potentially affected by this matter, at no cost to these individuals.

Additionally, APH is providing impacted individuals with guidance on how to better protect against identity theft and fraud. APH is providing individuals with information on how to place a fraud alert and security freeze on one's credit file, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud.

Contact Information

Should you have any questions regarding this notification or other aspects of this matter, please contact us at (267) 930-2405.

Very truly yours,

A handwritten signature in black ink, appearing to read "Joshua P. Brian".

Josh Brian of
MULLEN COUGHLIN LLC

JPB/rmp
Enclosure

EXHIBIT A

American Plumbing & Heating Corporation
c/o Cyberscout
<Return Address>
<City>, <State> <Zip>



<<FirstName>> <<LastName>>
<<Address1>> <<Address2>>
<<City>>, <<State>> <<PostalCode+4>>

February 4, 2025

Dear <<Name 1>> <<Name 2>>:

We write to notify you about a matter that involves some of your information. This letter provides you with information about this matter, our response, and steps you may take if you believe those steps are appropriate.

What Happened? On December 18, 2024, we learned that certain files on our computer systems were locked by a computer virus. In response, we took steps to verify the security of our computer network, securely recover our systems from backups, and determine what occurred. During our review of this matter, we identified that certain files were copied without permission on December 18, 2024. After identifying the files, we completed a comprehensive review to determine their contents and to whom the contents related. We also worked to identify contact information so we could let those individuals know about this matter, which was complete on or around January 16, 2025. We then arranged to provide notification with complimentary identity monitoring services.

What Information Was Involved? The information identified during the file review included your name and Social Security number.

What We Are Doing. We are notifying individuals about this matter and providing guidance about free resources that are available to assist with monitoring relevant accounts, credit reports, and how to place a fraud alert or security freeze on one's credit file. We are also offering complimentary identity monitoring services. Further, we will continue to evaluate our policies, procedures, staff training, and technical security measures to reduce the likelihood of an event like this reoccurring.

What You Can Do. We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your free credit reports for suspicious activity and to detect errors. We also recommend you review the "Steps Individuals Can Take To Protect Personal Information" section of this letter. Further, you may enroll in the complimentary identity monitoring services. Enrollment instructions are on the next page of this letter. Please note that, due to privacy restrictions, we are unable to automatically enroll you in the complimentary identity monitoring services.

For More Information. If you have questions about this matter, we established a dedicated toll-free assistance line with agents prepared to answer your questions. You may contact our toll-free dedicated assistance line at 1-800-405-6108, Monday through Friday from 8:00 a.m. through 8:00 p.m. Eastern Time (excluding U.S. holidays). You may also write to us at American Plumbing & Heating Corporation, Attn: Compliance, 1000 Cordwainer Drive, Norwell, MA 02061.

Sincerely,

American Plumbing & Heating Corporation

STEPS INDIVIDUALS CAN TAKE TO PROTECT PERSONAL INFORMATION

Enroll in Monitoring Services

In response to this matter, 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 twenty-four (24) 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.

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: <<UniqueCode>>.

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.

Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order a free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. Consumers may also directly contact the three major credit reporting bureaus listed below to request a free copy of their credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer’s credit file. 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 consumers are the victim of identity theft, they are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should consumers wish to place a fraud alert, please contact any of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in a consumer’s name without consent. However, consumers should be aware that using a credit freeze to take control over who gets access to the personal and financial information in their credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application they make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, consumers cannot be charged to place or lift a credit freeze on their credit report. To request a credit freeze, individuals may need to provide some or all of 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 two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if they are a victim of identity theft.

Should consumers wish to place a credit freeze or fraud alert, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
1-888-298-0045	1-888-397-3742	1-800-916-8800
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

Additional Information

Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps they can take to protect their personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or their state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Ave NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. Consumers can obtain further information on how to file such a complaint by way of the contact information listed above. Consumers have the right to file a police report if they ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, consumers will likely need to provide some proof that they have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and the relevant state Attorney General. This notice has not been delayed by law enforcement.

For Maryland residents, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-576-6300 or 1-888-743-0023; and <https://www.marylandattorneygeneral.gov/>. You may also contact American Plumbing & Heating Corporation by phone at 781-347-9200; or by mail at 1000 Cordwainer Drive, Norwell, MA 02061.

For New York residents, the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov>.

For North Carolina residents, the North Carolina Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and www.ncdoj.gov.

For Rhode Island residents, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; 1-401-274-4400; and www.riag.ri.gov. Under Rhode Island law, individuals have the right to obtain any police report filed in regard to this event. There are approximately 29 Rhode Island residents that may be impacted by this matter.