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CONFIDENTIAL ATTORNEY WORK PRODUCT

February 25, 2025

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

RE: Data Breach Notification

To Whom It May Concern:

We serve as counsel for Legal Aid of Western Missouri ("Legal Aid") located at 4001 Dr. Martin Luther King, Jr. Blvd., Suite 300, Kansas City, Missouri 64130. We write to provide notification of a recent data security incident. By providing this notice, Legal Aid does not waive any rights or defenses under Maryland law, including the data breach notification statute.

On or about April 30, 2024, Legal Aid became aware of unauthorized activity on its computer network. Upon discovery, Legal Aid took immediate action to address and investigate the event, which included engaging third-party specialists to assist with determining the nature and scope of the event. A thorough investigation determined that certain information stored on its network was subject to unauthorized access between December 1, 2023 and May 9, 2024. Legal Aid then began a time-intensive and all-inclusive manual review of the contents of the potentially impacted data in order to determine the type(s) of information impacted and to whom that information related. Once this review was completed, Legal Aid immediately worked to obtain up-to-date address information in order to provide potentially impacted individuals with notice.

On or about January 13, 2025, Legal Aid completed its review of the data, which included obtaining address information for the potentially impacted individuals. On February 20, 2025, a National Change of Address search was conducted and it was determined that information related to four (4) Maryland residents may have been impacted. The information believed to be at risk includes first and last name, in combination with a Social Security number, passport number, and/or taxpayer identification number.

In response to this incident, Legal Aid immediately took steps to secure its network environment and undertook a thorough investigation. Legal Aid has also implemented additional technical safeguards to further enhance the security of information in its possession and to prevent similar events from happening in the future. Additionally, Legal Aid began providing notice to the potentially impacted individuals on February 25, 2025 via U.S. mail. A copy of the notice is attached hereto as ***Exhibit A.*** While Legal Aid has no reason to believe any information has been misused as a result of this incident; in an abundance of caution, Legal Aid is offering the potentially impacted individuals 12 months of complimentary credit monitoring and identity protection services.

Very truly yours,

CIPRIANI & WERNER, P.C.

By: Kathleen Monaghan

Kathleen A. Monaghan, Esq.

Exhibit A

Legal Aid of Western Missouri
c/o Cyberscout
PO Box 1286
Dearborn, MI 48120-9998

LEGAL AID
OF WESTERN MISSOURI

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[redacted]

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February 25, 2025

Dear [redacted]:

We write to inform you of a data security incident experienced by Legal Aid of Western Missouri that may have involved your information as described below. We take the privacy and security of all information very seriously and are providing information about the event and steps you can take to help protect your information.

What Happened: On April 30, 2024, we became aware of unauthorized activity on our computer network. Upon discovery, we immediately took action to address and investigate this event, which included engaging third-party specialists to assist with determining its nature and scope. A thorough investigation determined that certain information stored on our network was subject to unauthorized access from December 1, 2023, until May 9, 2024. We then began a time-intensive and all-inclusive manual review of the contents of the potentially impacted data in order to determine the type(s) of information impacted and to whom that information related. Once this review was completed, we worked to obtain up-to-date address information in order to provide you with this notice. That process was completed on January 13, 2025.

What Information Was Involved: The types of information that may have been contained within the affected data include(s) your first and last name, in combination with: [redacted]. Please note that we currently have no reason to believe that your information has been or will be misused as a result of this incident.

What We Are Doing: We have taken the steps necessary to address the incident and are committed to fully protecting all of the information that you have entrusted to us. Upon learning of this incident, we immediately took steps to secure the network environment and undertook a thorough investigation. We have also implemented additional technical safeguards to further enhance the security of information in our possession and to prevent similar incidents from happening in the future. Additionally, we are offering you credit monitoring and identity protection services, at no cost to you, provided by Cyberscout, a TransUnion company.

What You Can Do: We recommend that you remain vigilant against incidents of identity theft and fraud by reviewing your credit reports, account statements, and explanation of benefits documents for suspicious activity and to detect errors. If you discover any suspicious or unusual activity on your accounts, please promptly contact the financial institution or company. We have provided additional information below, which contains more information about steps you can take to help protect yourself against fraud and identity theft, including activating the complimentary credit monitoring and identity protection services we are offering.

For More Information: Should you have any questions or concerns, please contact our dedicated assistance line which can be reached at 1-833-799-3793 between the hours of 8:00 a.m. to 8:00 p.m. Eastern time, Monday through Friday, excluding holidays.

Sincerely,

Legal Aid of Western Missouri

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

Credit Monitoring Instructions

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 twelve 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 the 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: [redacted]

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

We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your credit reports/account statements and explanation of benefits forms for suspicious activity and to detect errors. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus, TransUnion, Experian, and Equifax. To order your free credit report, visit www.annualcreditreport.com or call 1-877-322-8228. Once you receive your credit report, review it for discrepancies and identify any accounts you did not open or inquiries from creditors that you did not authorize. If you have questions or notice incorrect information, contact the credit reporting bureau.

You have the right to place an initial or extended "fraud alert" on a credit file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert, 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 lasting seven years. Should you wish to place a fraud alert, please contact any of the three credit reporting bureaus listed below.

As an alternative to a fraud alert, you 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 your express authorization. The credit 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 credit freeze 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. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a credit freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., III, etc.);
2. Social Security number;
3. Date of birth;
4. Address for the prior two to five years;
5. Proof of current address, such as a current utility or telephone bill;
6. A legible photocopy of a government-issued identification card (e.g., state driver's license or identification card); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft, if you are a victim of identity theft.

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

TransUnion	Experian	Equifax
1-800-680-7289 www.transunion.com **TransUnion Fraud Alert** P.O. Box 2000 Chester, PA 19016-2000 **TransUnion Credit Freeze** P.O. Box 160 Woodlyn, PA 19094	1-888-397-3742 www.experian.com **Experian Fraud Alert** P.O. Box 9554 Allen, TX 75013 **Experian Credit Freeze** P.O. Box 9554 Allen, TX 75013	1-888-298-0045 www.equifax.com **Equifax Fraud Alert** P.O. Box 105069 Atlanta, GA 30348-5069 **Equifax Credit Freeze** P.O. Box 105788 Atlanta, GA 30348-5788

Additional Information

You can further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the credit reporting bureaus, the Federal Trade Commission (FTC), or your state Attorney General. The FTC also encourages those who discover that their information has been misused to file a complaint with them. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261.

You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement, your state Attorney General, and the FTC. 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; 1-888-743-0023; and https://www.marylandattorneygeneral.gov/. Legal Aid of Western Missouri may be contacted at 4001 Dr. Martin Luther King, Jr. Blvd., Suite 300, Kansas City, MO 64130.

For New Mexico residents, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act: (i) the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; (ii) the consumer reporting agencies may not report outdated negative information; (iii) access to your file is limited; (iv) you must give consent for credit reports to be provided to employers; (v) you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; (vi) and you may seek damages from violators. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active-duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting https://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, FTC, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

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 Washington, D.C. residents, the District of Columbia Attorney General may be contacted at 400 6th Street NW, Washington, D.C. 20001; 202-442-9828, and https://oag.dc.gov/consumer-protection. Legal Aid of Western Missouri may be contacted at 4001 Dr. Martin Luther King, Jr. Blvd., Suite 300, Kansas City, MO 64130.

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