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March 12, 2025

Via Email

Attorney General Anthony G. Brown
Maryland Office of the Attorney General
200 St. Paul Place
Baltimore, MD 21202

Re: Notice of Data Security Event

Dear Attorney General Anthony G. Brown:

Fox Rothschild LLP ("Fox") represents Substitute Teacher Service, Inc. ("STS"), a company based in Aston, Pennsylvania, in connection with the data security event described in greater detail below. The purpose of this letter is to notify you of the incident in accordance with Maryland's data breach notification statute.

1. Nature of the Security Event

On January 9, 2025, STS identified suspicious activity on its network and immediately began investigating the incident. STS then engaged with leading cybersecurity forensics teams to assist in investigating the incident and ensure the security of its computer systems. The investigation revealed that on December 22, 2024, an unauthorized actor acquired database files from STS' computer systems. STS discovered personal information was among the acquired data on January 23, 2025.

A Pennsylvania Limited Liability Partnership

California 188737353.2 Colorado Delaware District of Columbia Florida Georgia Illinois Massachusetts Minnesota Missouri
Nevada New Jersey New York North Carolina Oklahoma **Pennsylvania** South Carolina Texas Washington



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2. Number of Affected Maryland Residents & Information Involved

The incident involved the personal information for 138 Maryland residents. The information involved in the incident for those affected may have included: name, Social Security number, Driver's License number and financial account information (including bank account number and routing number).

3. Notification to Affected Individuals

On March 3, 2025, notification letters were sent to affected individuals. The notification letter provides resources and steps individuals can take to help protect their information. The notification letter also offers the opportunity to enroll in twelve (12) months of complimentary identity protection services through CyEx, including credit monitoring, identity remediation services, and access to toll-free numbers, should individuals have questions about the incident or signing up for the services. A sample notification letter sent to impacted individuals is included with this correspondence.

4. Steps Taken Relating to the Incident

In response to the incident, STS retained outside experts and investigated the matter to determine the source and scope of the potential compromise. STS also implemented additional security measures to further harden their defenses in an effort to prevent a similar event from occurring in the future.

Finally, STS is notifying affected individuals and providing them with steps they can take to protect their personal information, as discussed above. STS has also established a toll-free call center through Epiq, a leader in identity protection services, to answer questions about signing up and using the complimentary services.

5. Contact Information

STS remains dedicated to protecting the personal information in its control. If you have any questions or need additional information, please do not hesitate to contact Amir Goodarzi at 215-299-2020.



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Sincerely,

/s/ Amir Goodarzi

Amir Goodarzi

AG

Sample Notification Letter



Secure Processing Center
25 Route 111, P.O. Box 1048
Smithtown, NY 11787

To Enroll, Please Call:

866-622-9303

Or Visit:

app.identitydefense.com/enrollment/activate/stsi

Enrollment Code: <<Activation Code>>

Postal Endorsement Line

<<Full Name>>

<<Address 1>>

<<Address 2>>

<<Address 3>>

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

<<Country>>

***Postal IMB Barcode

<<Date>>

Re: Notice of Data Security Event

Dear <<Full Name>>,

Substitute Teacher Service, Inc. (“STS”) is writing to notify you of a data security event that may have affected your personal information. While we are unaware of any attempted or actual misuse of your personal information, we are providing you with information about the event, our response, and steps you may take to protect against any misuse of your personal information, should you feel it necessary to do so.

What Happened? On January 9, 2025, STS identified suspicious activity on our network and immediately began investigating the incident. STS then engaged with leading cybersecurity forensic teams to assist in investigating the incident and ensure the security of our computer systems. The investigation revealed that on December 22, 2024, an unauthorized actor acquired database files from our computer systems.

What Information was Involved? The potentially affected information may have included your name, Social Security number, Driver’s License number and financial account information (including bank account number and routing number).

What We Are Doing. In addition to the actions described above, we have taken steps to reduce the risk of this type of incident occurring in the future, including enhancing our comprehensive security measures. Although we are unaware of any attempted or actual misuse of your personal information as a result of the event, STS is offering you <<CM Duration>> months of complimentary credit monitoring services through CyEx, a leader in identity protection services.

What You Can Do. Please review the enclosed “Steps You Can Take to Help Protect Your Personal Information,” which provides information on what you can do to better safeguard against possible misuse of your personal information.

To enroll in <<CM Duration>> months of complimentary credit monitoring services through CyEx, please call, toll-free, 866-622-9303 or visit app.identitydefense.com/enrollment/activate/stsi and enter the Enrollment Code provided above. CyEx representatives are available Monday through Friday from 8:00 AM – 11:00 PM Eastern Time and Saturday 9:00 AM – 6:00 PM Eastern Time. Please note the deadline to enroll is <<Enrollment Deadline>>.

For More Information. If you have additional questions or concerns that are not addressed in this notice, please call our toll-free dedicated assistance line at 855-374-7093. This toll-free line is available 9:00 AM – 9:00 PM Eastern Time.

We sincerely regret any inconvenience this event may cause you. We remain committed to ensuring the security of information in our care.

Sincerely,

J.R. Godwin
Vice President of Business Affairs
Substitute Teacher Service, Inc.

Steps You Can Take to Help Protect Your Personal Information

Monitor your accounts: 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 or errors. Please report any suspicious activity on your account to the institution.

Check credit reports: Under United States law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report at:

Equifax®

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

Experian

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

TransUnion®

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

Place a security freeze: You may place a security freeze on your credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing, or other services. You will need to place a security freeze separately with each of the three major credit bureaus if you wish to place a freeze on all your credit files. To request a security freeze, you will need to supply your full name, address, date of birth, Social Security number, current address, all addresses for up to five previous years, email address, a copy of your state identification card or driver's license, and a copy of a utility bill, bank or insurance statement, or other statement proving residence. To find out more on how to place a security freeze, contact the credit reporting agencies at:

Equifax	P.O. Box 105788 Atlanta, GA 30348	1-800-685-1111	equifax.com/personal/credit-report-services
Experian	P.O. Box 9554 Allen, TX 75013	1-888-397-3742	experian.com/freeze/center.html
TransUnion	P.O. Box 2000 Chester, PA 19016	1-888-909-8872	transunion.com/credit-freeze

Place a fraud alert: At no charge, you can also have the three major credit bureaus place a "fraud alert" on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact the credit reporting agencies.

Equifax	P.O. Box 105788 Atlanta, GA 30348	1-888-766-0008	equifax.com/personal/credit-report-services
Experian	P.O. Box 9554 Allen, TX 75013	1-888-397-3742	experian.com/fraud/center.html
TransUnion	P.O. Box 2000 Chester, PA 19016	1-888-909-8872	transunion.com/fraud-victim-resource/place-fraud-alert

Review additional resources: You can further educate yourself regarding identity theft, security freezes, fraud alerts, and the steps you can take to protect yourself against identity theft and fraud by contacting the Federal Trade Commission or your state Attorney General, with some shown below. The Federal Trade Commission encourages those who discover that their information has been misused to file a complaint with them. Instances of known or suspected identity theft should be promptly reported to law enforcement, the Federal Trade Commission, and your state Attorney General. You have the right to file a police report if you ever experience identity theft or fraud. This notification was not delayed by law enforcement.

Federal Trade Commission (FTC)
600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov and ftc.gov/idtheft
1-877-438-4338

Maryland Attorney General
200 St. Paul Place
Baltimore, MD 21202
oag.state.md.us
1-888-743-0023

New York Attorney General
Bureau of Internet and Technology
Resources
28 Liberty Street
New York, NY 10005
ag.ny.gov
1-212-416-8433

North Carolina Attorney General
9001 Mail Service Center
Raleigh, NC 27699
ncdoj.gov
1-877-566-7226

Rhode Island Attorney General
150 South Main Street
Providence, RI 02903
riag.ri.gov
1-401-274-4400

Washington, D.C. Attorney General
441 4th Street, NW
Washington, DC 20001
oag.dc.gov
1-202-727-3400

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA and your rights pursuant to the FCRA, please visit <https://www.consumer.ftc.gov/sites/default/files/articles/pdf/pdf-0096-fair-credit-reporting-act.pdf>