



MULLEN
COUGHLIN^{LLC}
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March 13, 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 Email Event

To Whom It May Concern:

We represent CHC Solutions, Inc. ("CHC") located at 162 Industry Drive, Pittsburgh, Pennsylvania 15275, and are writing to notify your office of a business email compromise at CHC (the "Event"). This notice will be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, CHC 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 Email Event

CHC became aware of unusual activity potentially involving an employee's email account and immediately began an investigation. The investigation determined the email account had been accessed by an unknown party between October 5, 2024 to October 10, 2024. CHC reviewed the account to determine what information may have been present and to whom it relates. This review was completed on January 30, 2025, and determined the information in the account may have included the following data elements: name, address, phone number, date of birth, diagnosis, diagnosis code, and health insurance number.

Notice to Maryland Residents

On March 13, 2025, CHC provided written notice of the Event to one hundred sixty-three (163) Maryland residents. 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 discovering the unusual activity, CHC moved quickly to investigate and respond, assess the security of its email network, and notify potentially impacted individuals. CHC reviewed its policies and procedures. CHC notified federal law enforcement and relevant regulatory authorities. CHC also notified the media in accordance with the Health Insurance Portability and Accountability Act.

CHC's notice to individuals provides guidance on how to better protect against identity theft and fraud, including advising individuals to report suspicious activity to relevant parties including their insurance company, healthcare provider, and/or financial institution. CHC 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 the Event, please contact us at (267) 930-4799.

Very truly yours,

Sian M. Schafle of
MULLEN COUGHLIN LLC

SMS/ogf
Enclosure

EXHIBIT A



Return Mail Processing
PO Box 589
Claysburg, PA 16625-0589

March 13, 2025



N0148-L01-0000001 P001 T00001 *****SCH 5-DIGIT 12345

SAMPLE A SAMPLE - L01 INDIVIDUAL

APT ABC

123 ANY STREET

ANYTOWN, ST 12345-6789



Dear Sample A. Sample:

CHC Solutions, Inc. (“CHC” or “we”) is writing to notify you of an email event at CHC. We are providing you with information about the event, our response, and additional measures you can take to help protect your information, should you feel it appropriate to do so.

What Happened? CHC became aware of unusual activity potentially involving an employee’s email account and immediately began an investigation. The investigation determined the email account had been accessed by an unknown party between October 5, 2024 to October 10, 2024. We reviewed the account to determine what information may have been present and to whom it relates. This review was completed on January 30, 2025.

What Information Was Involved? The review determined the following types of information relating to you may have been present in the email account at the time of the event: name, address, phone number, date of birth, diagnosis, diagnosis code, and health insurance number.

What We Are Doing. CHC takes the event and the security of information in our care very seriously. We moved quickly to respond and investigate the unusual activity, assess the security of our email network, and notify potentially impacted individuals. We notified federal law enforcement of the event and are notifying relevant regulatory authorities. As part of our ongoing commitment to information security, we reviewed our policies and procedures.

What You Can Do. We encourage you to remain vigilant against identity theft and fraud by reviewing your financial account statements, explanation of benefits statements and monitoring your free credit reports for suspicious activity and to detect errors. Suspicious activity should be promptly reported to relevant parties including an insurance company, healthcare provider, and/or financial institution. You can find out more about how to protect your information in the enclosed *Steps You Can Take to Protect Your Information*.

For More Information. If you have questions on this notice, you may contact our dedicated assistance line at 1-833-931-5050 (toll free), Monday through Friday, from 9:00 am to 9:00 pm Eastern (excluding U.S. holidays). Be prepared to provide your engagement number B141003. You may also write to CHC at 162 Industry Drive, Pittsburgh, PA 15275.

Sincerely,

CHC Solutions, Inc.

B141003

0000001



N0148-L01

STEPS YOU CAN TAKE TO PROTECT YOUR INFORMATION

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/data-breach-help
1-888-298-0045	1-888-397-3742	1-833-799-5355
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion, 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, 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 your 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 Avenue NW, Washington, D.C. 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 District of Columbia residents, the District of Columbia Attorney General may be contacted at: 400 6th Street, NW, Washington, D.C. 20001; 1-202-727-3400; and www.oag.dc.gov.

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/>.

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; 1-919-716-6400; and www.ncdoj.gov.

