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August 25, 2023

VIA ONLINE SUBMISSION

Attorney General Aaron Frey
Maine Attorney General's Office
Consumer Protection Division
6 State House Station
Augusta, ME 04333

Re: Notice of Data Security Incident

Dear Attorney General Frey:

Constangy, Brooks, Smith and Prophete LLP ("Constangy") represents Econsult Solutions Inc. ("ESI") in connection with a data security incident described in greater detail below. ESI provides businesses and public policy makers with consulting services in urban economics, real estate economics, transportation, public infrastructure, development, public policy and finance, community and neighborhood development and planning.

1. Nature of Incident

On June 4, 2023, ESI learned of unusual activity impacting its network systems. As soon as we discovered this, we immediately took steps to contain the activity and engaged a cybersecurity firm to investigate what happened and help us determine whether any sensitive data was affected. ESI's investigation revealed that certain ESI data may have been accessed or acquired without authorization in connection with the incident. ESI thereafter undertook a review of the potentially affected data, which revealed that certain information for current and former ESI employees may have been involved in this incident.

On June 4, 2023, ESI identified unusual activity in its computer network, which was subsequently confirmed to be the result of a malicious encryption event. ESI immediately took steps to contain the activity and engaged a cybersecurity firm to investigate what happened and help determine whether any sensitive data was affected. Through that investigation, on June 22, 2023, ESI learned of information suggesting that an unknown actor gained unauthorized access to its network and acquired certain files, some of which may have contained personal information for employees. ESI initiated a review of the potentially affected files and subsequently determined that certain employee information was potentially impacted in connection with the incident. On July 6, 2023, ESI provided email notification of the incident to all potentially affected employees, including an offer of credit monitoring through Experian.

The potentially impacted information included individuals' names, Social Security numbers, driver's license numbers, credit card information, health insurance information, and/or medical information.

2. Number of Maine Residents

Upon completion of its investigation and review, ESI sent an additional notification to 1 Maine resident regarding the incident via first class U.S. mail on August 25, 2023. A sample copy of the mailed notification letter is included with this correspondence.

3. Steps taken relating to the incident

As soon as ESI discovered the incident, it took the steps described above and provided notification to all potentially affected employees. ESI has also taken steps to further bolster the security of its network and the information in its possession.

In addition, ESI has offered potentially affected individuals complimentary credit monitoring and identity protection services through Experian, a leader in consumer identity protection. These services include 12 months of Experian credit monitoring, identity restoration, and Experian IdentityWorks ExtendCARE™, and a \$1,000,000 identity theft insurance policy.

4. Contact information

ESI takes the privacy and security of all information in its possession very seriously. If you have any questions or need additional information, please do not hesitate to contact me at 215-770-4234 or aweaver@constangy.com.

Sincerely yours,

A handwritten signature in black ink, appearing to read 'Aubrey Weaver', with a stylized, cursive style.

Aubrey Weaver of
CONSTANGY, BROOKS, SMITH &
PROPHETE LLP

Encl.: Sample Consumer Notification Letter



1435 Walnut Street, 4th Floor
Philadelphia, PA 19102

<< First Name>> << Last Name>>
<<Address>>
<<City>>, <<State>> <<Zip>>

<<Date (Format: Month Day, Year)>>

Subject: Notice of Data <<Variable Text 1>>

Dear << First Name>> << Last Name>>:

Econsult Solutions Inc. (“ESI”) is writing to provide you an update to our previous correspondence dated July 6, 2023 regarding this cybersecurity incident. Please read this letter carefully as it contains important details about the incident and resources you may utilize to help protect your information.

What Happened: On June 4, 2023, ESI learned of unusual activity impacting our network systems. As soon as we discovered this, we immediately took steps to contain the activity and engaged a cybersecurity firm to investigate what happened and help us determine whether any sensitive data was affected. Our investigation revealed that certain ESI data may have been accessed or acquired without authorization in connection with the incident. ESI thereafter undertook a review of the potentially affected data, which revealed that certain information for current and former ESI employees may have been involved in this incident.

What Information Was Involved? The information involved this incident may have included your name, as well as your <<Variable Text 2>>.

What We Are Doing: As soon as we discovered this incident, we launched an investigation and took steps to secure our environment, including by implementing enhanced security measures to help prevent a similar incident from occurring in the future.

In addition, to help protect your identity, we are offering complimentary access to Experian IdentityWorksSM for 12 months.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed, an Experian Identity Restoration agent will be available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration is available to you for 12 months from the date of this notice and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration.

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary 12-month membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by**: October 31, 2023 (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code**: **<CM Code>**

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 1-877-890-9332 by October 31, 2023. Be prepared to provide engagement number **B098260** as proof of eligibility for the Identity Restoration services by Experian.

What You Can Do: If you have not already done so, we encourage you to enroll in the complimentary credit protection services we are offering. With this protection, Experian can help you resolve issues if your information is compromised. Please also review the guidance at the end of this letter which includes additional resources you may utilize to help protect your information.

For More Information: If you have questions about this incident, please contact Wendy Gabriele at Gabriele@ECONSULTSolutions.com, Monday through Friday from 8:00 a.m. to 5:30 p.m. Eastern Time.

Please accept our sincere apologies and know that we deeply regret any worry or inconvenience that this may cause you.

Very truly yours,



Wendy Gabriele
Chief Administrative Officer and Secretary/Treasurer
Econsult Solutions Inc.
1435 Walnut Street 4th Floor
Philadelphia PA 19102

Steps You Can Take to Protect Your Personal Information

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three national credit reporting agencies:

Equifax

P.O. Box 105788
Atlanta, GA 30348
1-888-378-4329
www.equifax.com

Experian

P.O. Box 9532
Allen, TX 75013
1-800-831-5614
www.experian.com

TransUnion

P.O. Box 1000
Chester, PA 19016
1-800-916-8800
www.transunion.com

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

Security Freeze: You have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

Federal Trade

Commission 600
Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov
1-877-438-4338

North Carolina Attorney General

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

Maryland Attorney

General St. Paul Plaza
200 St. Paul Place
Baltimore, MD 21202
marylandattorneygeneral.gov
1-888-743-0023

Rhode Island Attorney

**General 150 South Main
Street Providence, RI 02903**
<http://www.riag.ri.gov>
riag.ri.gov
1-401-274-4400

New York Attorney General

**Bureau of Internet and Technology
Resources**
28 Liberty Street
New York, NY 10005
ag.ny.gov
1-212-416-8433 / 1-800-771-7755

Washington D.C. Attorney General

400 S 6th 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://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf.