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March 11, 2021

**VIA ONLINE PORTAL**

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

Re: Notification of Data Security Incident

Dear Attorney General Frey:

We represent Security Industry Specialists ("SIS") in connection with a recent data security incident described in greater detail below. This letter is being sent pursuant to Me. Rev. Stat. Tit. 10 § 1348(5) because SIS determined that personal information of Maine residents may have been affected by a data security incident. SIS takes the security of the data in its possession very seriously and is taking steps to prevent similar incidents from occurring in the future.

**I. Nature of the security incident.**

On or about June 1, 2020, SIS discovered that certain of its systems and devices were inaccessible and encrypted. Upon discovery of this activity, SIS took immediate steps to secure its digital environment and began an investigation. In so doing, SIS engaged an independent cyber forensic firm to determine what happened and if any personal information had been impacted. On June 26, 2020, SIS learned that an unauthorized actor had gained access to a number of folders and files on its network.

On August 5, 2020, SIS engaged a data mining firm to determine the scope of the impacted individuals and information contained in the files that were accessed.

**II. Number of Maine residents involved.**

On January 19, 2021, SIS learned that the personal information of 5 Maine residents had been impacted by this incident. SIS notified these residents on March 11, 2021 via U.S. Mail. A copy of the notification letter is included with this letter.

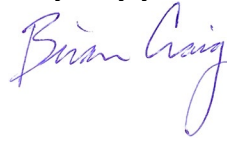
**III. Steps taken relating to the incident.**

SIS has taken steps in response to this incident to further strengthen the security of its network in an effort to prevent similar incidents from occurring in the future. SIS has also notified potentially impacted individuals regarding the incident and provided them information about steps they can take to protect their information.

**IV. Contact information.**

SIS 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 me at 202.926.2904 or [Brian.Craig@LewisBrisbois.com](mailto:Brian.Craig@LewisBrisbois.com).

Very truly yours,

A handwritten signature in blue ink that reads "Brian Craig". The signature is written in a cursive style with a large, looped "C" at the end.

Brian Craig of  
LEWIS BRISBOIS BISGAARD & SMITH LLP

BC  
Enclosure



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

<<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>  
<<address\_1>>  
<<address\_2>>  
<<city>>, <<state\_province>> <<postal\_code>>  
<<country >>

**Re: Notice of Data Security Incident**

Dear <<first\_name>>,

We are writing to inform you of a data security incident experienced by Security Industry Specialists ("SIS") that may have affected your personal information. At SIS, we take the privacy and security of your personal information very seriously. This letter contains information about the incident and steps you can take to help protect your personal information.

**What Happened?** On or about June 1, 2020, SIS discovered that certain of its systems and devices were inaccessible and encrypted. Upon discovery of this activity, SIS took immediate steps to secure its digital environment and began an investigation. In so doing, SIS engaged an independent cyber forensic firm to determine what happened and if any personal information had been impacted. After a thorough examination of the files potentially impacted by this incident, on January 19, 2021, SIS learned that your personal information was contained in some of these files. Though SIS is not aware of any misuse of your personal information, we are providing you notification and information about steps you can take to protect your personal information out of an abundance of caution.

**What Information Was Involved?** The following information may have been involved in the incident: <<b2b\_text\_1(ImpactedData)>>.

**What We Are Doing and What You Can Do:** SIS has taken steps in response to this incident to further strengthen the security of its network in an effort to prevent similar incidents from occurring in the future. In addition, we are providing you with information about steps that you can take to help protect your personal information and, as an added precaution, we are offering you complimentary identity monitoring services through Kroll for 12 months. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

Visit <https://enroll.idheadquarters.com> to activate and take advantage of your identity monitoring services.

You have until **June 14, 2021** to activate your identity monitoring services.

Membership Number: <<Member ID>>

**For More Information:** Further information about how to protect your personal information appears on the following page. If you have any questions, please contact Kroll's dedicated call center at 1-855-498-2036, Monday through Friday from 9:00 a.m. to 6:30 p.m. Eastern Time.

Thank you for your patience throughout this incident. We take your trust in us and this matter very seriously. Please accept our apologies for any worry or inconvenience this may cause you.

Sincerely,

Tom Seltz, President & CFO  
Security Industry Specialists

## Take Advantage of Your Identity Monitoring Services



You have been provided with access to the following services from Kroll:

### **Single Bureau Credit Monitoring**

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

### **Fraud Consultation**

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

### **Identity Theft Restoration**

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.

To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

## **ADDITIONAL RESOURCES**

### **Contact information for the three nationwide credit reporting agencies:**

**Equifax**, PO Box 740241, Atlanta, GA 30374, [www.equifax.com](http://www.equifax.com), 1-800-685-1111

**Experian**, PO Box 2104, Allen, TX 75013, [www.experian.com](http://www.experian.com), 1-888-397-3742

**TransUnion**, PO Box 2000, Chester, PA 119016, [www.transunion.com](http://www.transunion.com), 1-800-888-4213

**Free Credit Report.** It is recommended that you remain vigilant by reviewing account statements and monitoring your credit report for unauthorized activity, especially activity that may indicate fraud and identity theft. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting agencies.

To order your annual free credit report please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at **1-877-322-8228**.

You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov)) to:

Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

### **For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents:**

You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

**Fraud Alerts.** There are two types of fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft and you have the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by contacting any of the three national credit reporting agencies.

**Security Freeze.** You have the ability to place a security freeze, also known as a credit freeze, on your credit report free of charge.

A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you may use an online process, an automated telephone line, or submit

a written request to any of the three credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that, if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past 5 years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, and display your name, current mailing address, and the date of issue.

**Federal Trade Commission and State Attorneys General Offices.** If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or minimize the risks of identity theft.

You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/), 1-877-IDTHEFT (438-4338).

**For Maryland residents:** You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, [www.oag.state.md.us](http://www.oag.state.md.us), 1-888-743-0023.

**For North Carolina residents:** You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, [www.ncdoj.gov](http://www.ncdoj.gov), 1-877-566-7226.

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

#### **Reporting of identity theft and obtaining a police report.**

**For Iowa residents:** You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

**For Massachusetts residents:** You have the right to obtain a police report if you are a victim of identity theft.

**For Oregon residents:** You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.