

CIPRIANI & WERNER

A PROFESSIONAL CORPORATION

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September 28, 2023

Via online submission:

Office of the Maine Attorney General
6 State House Station
Augusta, ME 04333

RE: Notice of Data Security Incident

To Whom It May Concern:

We serve as counsel for ICAFS, Inc. dba General Services Corporation (“GSC”) located at 2922 Hathaway Rd, Richmond VA 23225 and provide this notification of a recent data security incident. By providing this notice, GSC does not waive any rights or defenses under Maine law, including the data breach notification statute.

On April 10, 2023, GSC experienced a sophisticated cyber attack and immediately began an investigation with the assistance of third-party specialists. GSC also notified law enforcement. The investigation determined certain data on the GSC network was accessed during the attack without authorization. GSC completed its initial investigation on May 30, 2023 and began confirming address information for potentially impacted individuals. GSC began sending individual notification letters on July 6, 2023 via First Class mail. GSC completed confirming address information on July 26, 2023 and mailed additional individual notifications on August 17, 2023, which included re-mailing to certain individuals whose address was incorrect in the previous mailing on July 6, 2023.

GSC determined approximately 6 individuals who may live in Maine were potentially impacted by this incident. The type of information potentially impacted included name, date of birth, Social Security number, driver’s license number, financial account information, passport number, government issued identification number, and/or tax identification number.

The written notice included instructions to access complimentary credit monitoring and identity protection services for 12 months. A template copy of the individual notification letters sent to potentially impacted individuals in Maine is attached hereto as *Exhibit A*.

In response to this incident, GSC rotated all credentials for its network and email environment, and implemented additional security measures recommended by its third-party specialist.

Thank you for your attention to this matter. Please contact me should you have any questions.

Very truly yours,

CIPRIANI & WERNER, P.C.

By:



Daniel Haier, Esq.

Exhibit A



P.O. Box 1907
Suwanee, GA 30024

To Enroll, Please Call:
1-888-220-5417
Or Visit:
<https://app.idx.us/account-creation/protect>
Enrollment Code: [XXXXXXXXXX]

<<First Name>> <<Last Name >>
<<Address 1>>
<<Address 2>>
<<City>>, <<State>> <<Zip>>

August 17, 2023

<<Variable Text Field #1: Header>>

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

ICAFS, Inc. dba General Services Corporation (“GSC”) writes to notify you of a recent incident that may have impacted some of your personal information described below. You are receiving this letter because our records indicate you are <<Variable Data 2>>. We take the privacy of your information in our care seriously, and while we have no evidence to suggest that any information was misused, in an abundance of caution, we are providing you information about the incident, our response, and steps you can take to protect your information.

What Happened: On April 10, 2023, GSC discovered unusual activity on our computer network. Upon discovery, we immediately began an investigation, which included working with third-party specialists to determine the nature and scope of the incident. On May 30, 2023, following a thorough investigation, we determined that a limited amount of personal information may have been accessed in connection with this incident.

At this time, there is no indication that any information has been misused. However, we are providing this notification to you out of an abundance of caution and so that you may take steps to safeguard your information if you feel it is necessary to do so.

What Information Was Involved: It is important to note, as mentioned above, that there is no evidence to suggest that any information has been misused. The information that could have been accessed without authorization varied by individual, but may have included your first and last name, in combination with your <<Variable Data 3>>. Although more than one form of identification may be listed here, GSC would only have on file those forms of identification that you had previously provided to GSC.

What We Are Doing: GSC has taken steps to address the incident and is committed to protecting personal information in its care. Upon learning of this incident, we immediately disabled our systems and took steps to prevent similar incidents from occurring in the future. We also notified law enforcement. Furthermore, we conducted a thorough investigation to determine the full nature and scope of the incident. As a safeguard, we have arranged for you to enroll, at no cost to you, in an online credit monitoring service for <<12/24 months>>. Due to privacy laws, we cannot register you directly. Additional information regarding how to enroll in the complimentary credit monitoring service is enclosed. Please note the deadline for enrollment is October 5, 2023.

What You Can Do: We encourage you to enroll in the complimentary credit monitoring and identity protection services we are making available to you. Information about how to enroll in these services along with additional resources available to you are included in the attached *Steps You Can Take to Help Protect Your Information*.

For More Information: We understand you may have questions about this incident. You may contact us at 1-888-220-5417 or write to us at P.O. Box 8984, Richmond VA 23225.

We sincerely regret any concern this incident may cause you. The privacy and security of information is important to us, and we will continue to take steps to protect information in our care.

Sincerely,

T. Longo
Senior Vice President

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

Monitor Your Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your credit reports/account statements 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 1-800-680-7289 www.transunion.com	Experian 1-888-397-3742 www.experian.com	Equifax 1-888-298-0045 www.equifax.com
TransUnion Fraud Alert P.O. Box 2000 Chester, PA 19016-2000	Experian Fraud Alert P.O. Box 9554 Allen, TX 75013	Equifax Fraud Alert P.O. Box 105069 Atlanta, GA 30348-5069
TransUnion Credit Freeze P.O. Box 160 Woodlyn, PA 19094	Experian Credit Freeze P.O. Box 9554 Allen, TX 75013	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 www.oag.state.md.us.

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 Rhode Island residents, the [Rhode Island](http://www.riag.ri.gov) Attorney General may be contacted at 150 South Main Street, Providence, RI 02903; 1-401-274-4400; and www.riag.ri.gov. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are 3 Rhode Island residents impacted by this incident.

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 441 4th Street NW #1100, Washington, D.C. 20001; 202-727-3400, and <https://oag.dc.gov/consumer-protection>.