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November 18, 2022

**VIA ONLINE SUBMISSION**

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 Aaron Frey:

Lewis Brisbois represents Disability Help Group, LLC ("Disability Help Group") in connection with a recent data security incident described in greater detail below. Headquartered in Plantation, Florida, Disability Help Group guides individuals throughout their disability claims process. The purpose of this letter is to notify you of the incident in accordance with Maine's data breach notification law.

**1. Nature of the Security Incident**

On June 16, 2022, Disability Help Group experienced a data security incident impacting certain systems. Upon discovering this activity, Disability Help Group took immediate steps to secure its digital environment and engaged cybersecurity experts to assist with an investigation. The investigation determined that an unknown actor gained access to and obtained data from the Disability Help Group network without authorization on June 13, 2022. Disability Help Group thereafter undertook a comprehensive review of the potentially affected data to identify any individuals whose sensitive information may have been involved, which concluded on October 17, 2022.

Since that time, Disability Help Group has been working diligently to identify current contact information needed to notify all individuals potentially affected by this incident. On November 14, 2022, Disability Help Group identified five (5) Maine residents within the potentially affected population.

**2. Type of Information and Number of Maine Residents Affected**

Disability Help Group notified five (5) residents of Maine of this data security incident via first-class U.S. mail on November 18, 2022. The type of information involved varied by individual but may have included the Maine residents' names, dates of birth, Social Security numbers, driver's license numbers, other government identification numbers, financial account numbers, medical information,

and health insurance policy number. A sample copy of the notification letter sent to the affected individuals is included with this correspondence.

### **3. Steps Taken Relating to the Incident**

As soon as Disability Help Group discovered this incident, it took steps to secure its systems and launched an investigation to determine what happened and whether personal information had been accessed or acquired without authorization. Disability Help Group has also implemented additional safeguards to help ensure the security of its systems and to reduce the risk of a similar incident occurring in the future.

Disability Help Group has established a toll-free call center through IDX to answer questions about the incident and address related concerns. In addition, Disability Help Group is offering twelve (12) months of complimentary credit and identity monitoring services to the potentially affected individuals.

### **4. Contact Information**

Disability Help Group 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 214.722.7141 or by e-mail at [Lindsay.Nickle@lewisbrisbois.com](mailto:Lindsay.Nickle@lewisbrisbois.com). Please let me know if you have any questions.

Sincerely,



Lindsay B. Nickle of  
LEWIS BRISBOIS BISGAARD & SMITH LLP

LBN  
Attachment: Consumer Notification Letter Template

Disability Help Group, LLC  
Return to IDX  
10300 SW Greenburg Rd. Suite 570  
Portland, OR 97223



<<First Name>> <<Last Name>>  
<<Address1>> <<Address2>>  
<<City>>, <<State>> <<Zip>>

To Enroll, Please Call:  
1-833-896-8889  
Or Visit:  
<https://app.idx.us/account-creation/protect>  
Enrollment Code: <<XXXXXXXX>>

November 18, 2022

**Re: Notice of Data** <<Variable Text 1: Security Incident or Breach (CA)>>

Dear <<First Name>> <<Last Name>>,

We are writing to inform you of a data security incident that may have affected your personal information. Disability Help Group, LLC (“Disability Help Group”) takes the privacy and security of your personal information very seriously. This is why we are informing you of this incident, providing you with steps you can take to help protect your personal information, and offering you complimentary credit monitoring and identity protection services.

**What Happened:** On June 16, 2022, Disability Help Group discovered unusual network activity impacting certain systems. We immediately took steps to secure our environment and engaged cybersecurity experts to assist us with an investigation. The investigation determined that an unknown actor gained access to and may have obtained data from the Disability Help Group network without authorization on June 13, 2022.

Following a thorough review of the impacted information, on October 17, 2022, we determined that some of your personal information may have been involved in the incident. Since that time, Disability Help Group has worked diligently to identify current contact information needed to notify all potentially affected individuals.

**What Information Was Involved:** The information affected may have included your <<Variable Text 2: Data Elements>>.

**What We Are Doing:** As soon as Disability Help Group discovered the incident, we took the steps referenced above. We also implemented additional security features to reduce the risk of a similar incident occurring in the future. Furthermore, we reported the incident to the Federal Bureau of Investigation and will provide whatever cooperation is necessary to help identify and prosecute the perpetrators. While we have no indication that your information has been misused, we are nonetheless providing you with information about steps you can take to help protect your personal information.

Additionally, we are offering you complimentary credit monitoring and identity protection services for <<12/24>> months through IDX, a national leader in identity protection services. The IDX services, which are free to you upon enrollment, include a subscription for the following: single bureau credit monitoring, CyberScan dark web monitoring, fully-managed identity recovery services, and \$1 million in identity theft insurance coverage. With this protection, IDX will help you resolve issues if your identity is compromised.

**What You Can Do:** Please review this letter carefully, along with the guidance included with this letter about additional steps you can take to protect your information. In addition, we encourage you to enroll in the credit monitoring and identity theft protection services we are offering through IDX. To receive credit monitoring 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.

You can enroll in the free IDX identity protection services by calling 1-833-896-8889 or going to <https://app.idx.us/account-creation/protect> and using the Enrollment Code provided above. IDX representatives are available Monday through Friday from 9:00 a.m. to 9:00 p.m. Eastern Time. Please note the deadline to enroll is February 18, 2023.

**For More Information:** If you have questions or need assistance, please call 1-833-896-8889, Monday through Friday from 9:00 a.m. to 9:00 p.m. Eastern Time. IDX representatives are fully versed on this incident and can help answer questions you may have regarding the protection of your information.

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

Sincerely,

A handwritten signature in black ink, appearing to read 'Ken LaVan', with the letters 'CEO' written below it.

Kenneth LaVan  
Chief Executive Officer  
Disability Help Group, LLC

## 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](http://www.equifax.com)

**Experian**

P.O. Box 9532  
Allen, TX 75013  
1-800-831-5614  
[www.experian.com](http://www.experian.com)

**TransUnion**

P.O. Box 1000  
Chester, PA 19016  
1-800-916-8800  
[www.transunion.com](http://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](http://consumer.ftc.gov)  
1-877-438-4338

**Maryland Attorney General**

St. Paul Plaza  
200 St. Paul Place  
Baltimore, MD 21202  
[marylandattorneygeneral.gov](http://marylandattorneygeneral.gov)  
1-888-743-0023

**New York Attorney General**

Bureau of Internet and Technology  
Resources  
28 Liberty Street  
New York, NY 10005  
[ag.ny.gov](http://ag.ny.gov)  
1-212-416-8433 / 1-800-771-7755

**North Carolina Attorney General**

9001 Mail Service Center  
Raleigh, NC 27699  
[ncdoj.gov](http://ncdoj.gov)  
1-877-566-7226

**Rhode Island Attorney General**

150 South Main Street  
Providence, RI 02903  
<http://www.riag.ri.gov>  
[riag.ri.gov](http://riag.ri.gov)  
1-401-274-4400

**Washington D.C. Attorney General**

400 S 6th Street, NW  
Washington, DC 20001  
[oag.dc.gov](http://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](https://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf).