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Sent via email to consumer@ag.iowa.gov

April 5, 2024

Attorney General Brenna Bird
Attn: Security Breach Notification
Office of the Attorney General of Iowa
Hoover State Office Building 1305 E. Walnut Street
Des Moines IA 50319

RE: Breach Notification

Dear Attorney General Bird:

Please be advised that we represent Greylock McKinnon & Associates ("GMA") in regard to a security incident. Pursuant to Iowa Code Chapter 715C, we are reporting to you, on behalf of GMA, that GMA is notifying 1,390 Iowa residents of a breach of their personal information.

GMA detected unusual activity on its internal network on May 30, 2023. GMA consulted with third-party cybersecurity specialists, legal counsel, and law enforcement to assist with the response to the incident. GMA conducted a forensic investigation and undertook an extensive manual review of the data, which included files from GMA's clients. On February 7, 2024, GMA confirmed the identity of individuals whose personal information was contained in files received from its client, the United States Department of Justice, including Iowa residents. GMA continues to work with its clients to identify affected individuals.

The Iowa residents affected by this incident received a notice pursuant to Iowa Code Chapter 715C on or about April 5, 2024. A sample notice is enclosed. GMA is offering the affected individuals credit monitoring at no charge for a period of 24 months.

If you have any questions or need further information, please do not hesitate to contact me.

Sincerely,

Linn F. Freedman

Enclosure

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Greylock McKinnon Associates, Inc.
c/o Cyberscout
PO Box 1286
Dearborn, MI 48120-9998

Greylock McKinnon Associates
Boston, MA ■ Washington, DC ■ Hanover, NH
www.gma-us.com

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April 8, 2024

Notice of Data Breach

Dear :

Greylock McKinnon Associates, Inc. ("GMA") was the victim of a sophisticated cyberattack involving your personal information. We are writing to notify you of this incident as well as provide you with information on the actions that we have taken in response, resources available to you, and steps you can take to protect yourself. GMA is a consulting firm that provides litigation support services in civil litigation matters. Your information was obtained by the U.S. Department of Justice ("DOJ") as part of a civil litigation matter. We received your information in our provision of services to the DOJ in support of that matter.

DOJ has advised us that you are not the subject of this investigation or the associated litigation matters. The DOJ informed GMA that this incident does not impact your current Medicare benefits or coverage. Please see below for additional information.

What Happened?
On May 30, 2023, we detected unusual activity on our internal network, and we promptly took steps to mitigate the incident. We consulted with third-party cybersecurity specialists to assist with our response to the incident, and we notified law enforcement and the DOJ. We received confirmation of which individuals' information was affected and obtained their contact addresses on February 7, 2024.

What Information Was Involved?
Your personal and Medicare information was likely affected in this incident. This information may have included your name, date of birth, address, Medicare Health Insurance Claim Number (which contains a Social Security number associated with a member) and some medical information and/or health insurance information.

What Are We Doing?
We consulted with third-party cybersecurity specialists to assist with our response to and remediation of the incident, and we notified law enforcement of the incident. GMA deleted DOJ data from its systems after the incident.

What Can You Do?
To help protect your identity, we are offering complimentary access to Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score services. These services provide you with alerts for 24 months from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place with the bureau. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud. These services will be provided by Cyberscout through Identity Force, a TransUnion company specializing in fraud assistance and remediation services.

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How do I enroll for the free services?

To enroll in Credit Monitoring services at no charge, please log on to https://secure.identityforce.com/benefit/gmaus and follow the instructions provided. When prompted please provide the following unique code to receive services:

In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

For additional information and steps that you can take to protect yourself from identity theft, see enclosure.

At this time, GMA is not aware of any reports of identity fraud or improper use of your information as a result of this incident. We have been informed by the DOJ that the Centers for Medicare and Medicaid Services will begin to monitor for any improper use of your Medicare information.

For More Information
If you have any questions or need any additional information, please call our dedicated call center at 1-833-914-4067. Representatives are available for 90 days from the date of this letter to assist you between the hours of 8:00 a.m. to 8:00 p.m. Eastern time, Monday through Friday, excluding holidays. Please call the help line at 1-833-914-4067 and be prepared to supply the fraud specialist with your unique code listed within.

Sincerely,

Rene Rushnawitz, Managing Director

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Information about Identity Theft Protection

Monitor Your Accounts

We recommend that you regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below.

Equifax® P.O. Box 740241 Atlanta, GA 30374-0241 1-800-685-1111 www.equifax.com	Experian P.O. Box 9701 Allen, TX 75013-9701 1-888-397-3742 www.experian.com	TransUnion® P.O. Box 1000 Chester, PA 19016-1000 1-800-888-4213 www.transunion.com

When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you did not initiate or do not recognize. Look for information, such as home address and Social Security number that is not accurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

Credit Freeze

You have the right to put a security freeze, also known as a credit freeze, on your credit file, so that no new credit can be opened in your name without the use of a Personal Identification Number (PIN) that is issued to you when you initiate a freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to access your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. Should you wish to place a credit freeze, please contact all three major consumer reporting agencies listed below.

Equifax P.O. Box 105788 Atlanta, GA 30348-5788 1-800-685-1111 www.equifax.com/personal/ credit-report-services	Experian P.O. Box 9554 Allen, TX 75013-9554 1-888-397-3742 www.experian.com/ freeze/center.html	TransUnion P.O. Box 2000 Chester, PA 19016-2000 1-888-909-8872 www.transunion.com/ credit-freeze

You must separately place a credit freeze on your credit file at each credit reporting agency. The following information should be included when requesting a credit freeze:

1. Full name, with middle initial and any suffixes;
2. Social Security number;
3. Date of birth (month, day, and year);
4. Current address and previous addresses for the past five (5) years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. Other personal information as required by the applicable credit reporting agency;

If you request a credit freeze online or by phone, then the credit reporting agencies have one (1) business day after receiving your request to place a credit freeze on your credit file report. If you request a lift of the credit freeze online or by phone, then the credit reporting agency must lift the freeze within one (1) hour. If you request a credit freeze or lift of a credit freeze by mail, then the credit agency must place or lift the credit freeze no later than three (3) business days after getting your request.

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Fraud Alerts

You also have the right to place an initial or extended fraud alert on your file at no cost. An initial fraud alert lasts 1-year and 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 you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting 7 years. Should you wish to place a fraud alert, please contact any one of the agencies listed below. The agency you contact will then contact the other two credit agencies.

Equifax	Experian	TransUnion
P.O. Box 105788	P.O. Box 9554	P.O. Box 2000
Atlanta, GA 30348-5788	Allen, TX 75013-9554	Chester, PA 19016-2000
1-888-766-0008	1-888-397-3742	1-800-680-7289
www.equifax.com/personal/credit-report-services	www.experian.com/fraud/center.html	www.transunion.com/fraud-victim-resource/place-fraud-alert

Additional Information

You can further educate yourself regarding identity theft and the steps you can take to protect yourself, by contacting your state Attorney General or the Federal Trade Commission. Instances of known or suspected identity theft should be reported to law enforcement, your Attorney General, and the FTC.

The Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-ID-THEFT (1-877-438-4338)
TTY: 1-866-653-4261
www.ftc.gov/idtheft

For more information about identity theft and your tax records, we recommend that you visit the IRS Taxpayer Guide to Identity Theft at http://www.irs.gov. You may want to consider notifying the IRS that your tax records may be at risk by completing IRS Form 14039 (Identity Theft Affidavit) which can be located at http://www.irs.gov/pub/irs-pdf/f14039.pdf. You will need to send Form 14039 to the IRS along with a copy of your valid government-issued identification, such as a Social Security card, driver's license, or passport to the address on the form or by faxing to 1-855-807-5720.

Detailed below are a few things to keep in mind when filing Internal Revenue Service Form 14039:

- All documents, including your identification, must be clear and legible;
- The identity theft marker will remain on your file for a minimum of three tax cycles;
- Any returns containing your Social security number will be reviewed by the IRS for possible fraud; and,
- The marker may delay the processing of any legitimate tax returns.

You may also have the right to file or obtain a police report with your local law enforcement office if you believe you have been a victim of identity theft or fraud.

Remember to remain vigilant in reviewing your account statements, monitoring your free credit reports, and for incidents of fraud or identity theft.

California Residents: Visit the California Office of Privacy Protection (www.oag.ca.gov/privacy) for additional information on protection against identity theft. Office of the Attorney General of California, 1300 I Street, Sacramento, CA 95814, 1-800-952-5225.

Kentucky Residents: Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, www.ag.ky.gov, Telephone: 1-502-696-5300.

District of Columbia Residents: For more information you can contact the Office of the Attorney General, Office of Consumer Protection, 400 6th Street, NW Washington, DC 20001, 202-442-9828, consumer.protection@dc.gov. You can also visit the Office of Consumer Protection's website at https://oag.dc.gov/consumer-protection for more information.

Iowa Residents: You may wish to report suspected incidents of identity theft to local law enforcement or the Attorney General, Consumer Protection Division, at Hoover State Office Building, 1305 E. Walnut Street, Des Moines, Iowa 50319-0106, by phone at 515-281-5926 or 888-777-4590, or by email at consumer@ag.iowa.gov. You can also visit the Consumer Protection Division website at https://www.iowaattorneygeneral.gov/forconsumers for more information.

Maryland Residents: You may wish to contact the Attorney General, Consumer Protection Division, for more information at 200 St. Paul Place, Baltimore, MD 21202, by telephone at 410-528-8662 or 888-743-0023, or by email at Consumer@oag.state.md.us. You can also visit the Consumer Protection Division website at https://www.marylandattorneygeneral.gov/Pages/CPD/default.aspx for more information.

Massachusetts Residents: Please note that you have the right to file or obtain a police report related to this incident.

New Mexico Residents: Please note your rights under the Fair Credit Reporting Act, which can be viewed here https://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf.

New York Residents: You may wish to contact the Attorney General's Office at The Capitol, Albany, NY 12224-0341, or by telephone at 800-771-7755 or 800-788-9898. You may also contact the Department of State, Consumer Protection Division at 800-697-1220 or to visit https://www.dos.ny.gov/consumerprotection/ for more information.

North Carolina Residents: You may wish to contact the Attorney General's Office at 9001 Mail Service Center Raleigh, NC 27699-9001, or by telephone at 919-716-6000. You can also find more information from the Consumer Protection Division by visiting https://ncdoj.gov/protectingconsumers/.

Oregon Residents: You may wish to contact the Attorney General's Consumer Protection Division by email at help@oregonconsumer.gov or by telephone at 877-877-9392. You may also visit https://www.doj.state.or.us/consumer-protection/ for more information.

Puerto Rico Residents: Please note that there were 171 affected individuals residing in Puerto Rico.

Rhode Island Residents: You may wish to contact the Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, www.riag.ri.gov, 401-274-4400. Please note that there were 154 affected individuals residing in Rhode Island.

Texas Residents: Please note that there were 13,379 affected individuals residing in Texas.

Remember to remain vigilant in reviewing your account statements, monitoring your free credit reports, and for incidents of fraud or identity theft.

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