Clark Hill

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March 20, 2025

VIA ELECTRONIC MAIL

Office of the Attorney General
Identity Theft Unit
200 St. Paul Place
Baltimore, MD 21202
IDTheft@oag.state.md.us

Dear Attorney General Brown,

We represent CSG Consultants ("CSG") with respect to a data security incident involving personal information described below. CSG takes the security of the information in its control seriously and is committed to answering any questions you may have about the data security incident, its response, and steps taken to prevent a similar incident from occurring in the future.

1. Nature of security incident.

In August 2024, CSG identified suspicious network activity and immediately its incident response protocols and took steps to secure its systems. CSG also engaged third-party forensic experts to conduct an investigation to determine the scope and extent of the incident. The investigation determined that an unauthorized user was able to access CSG's network. CSG then had to determine what files and folders were potentially impacted and provide those to a third party to review. On January 14th, 2025, this review of the potentially impacted documents determined that personal information was present in some of the documents at the time of the incident. CSG had to locate the mailing addresses of every individual whose data was impacted by the incident, which was completed on February 28th, 2025. The personal information potentially impacted includes but is not limited to names, addresses, dates of birth, and Social Security numbers.

2. Number of residents affected.

Two (2) Maryland residents were notified of the incident. A notification letter was sent to the potentially affected individuals on March 20, 2025 (a copy of the form notification letter is enclosed as Exhibit A).

3. Steps taken in response to the incident.

Since the incident, CSG has taken steps to minimize the risk of this happening in the future such as, changing passwords and tightening endpoint monitoring controls. CSG has offered a minimum of 12 months of identity protection and credit monitoring enrollment services through IDX, a Zerofox company at no cost to impacted individuals. This product helps detect possible misuse of information and provides identity protection support focused on immediate identification and resolution of identity theft.

4. Contact Information

CSG takes the security of the information in its control seriously and is committed to ensuring it is appropriately protected. If you have any questions or need additional information, please do not hesitate to contact me at jschwent@clarkhill.com or (312) 985-5939.

Sincerely,

CLARK HILL

Jason M. Schwent
Member

JMS:mm

Exhibit A

P.O. Box 989728
West Sacramento, CA 95798-9728

Enrollment Code: <<XXXXXXXX>>

To Enroll, Scan the QR Code Below:

SCAN ME

Or Visit:
https://app.idx.us/account-creation/protect

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

March 20, 2025

NOTICE OF DATA SECURITY INCIDENT

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

CSG Consultants ("CSG") experienced a data security incident that may have impacted some of your personal information. We take the privacy and security of your information seriously, and sincerely apologize for any concern or inconvenience this may cause you. This letter contains information about steps you can take to protect your information, and resources we are making available to help you.

What Happened?

In August 2024, we identified suspicious network activity and immediately implemented our incident response protocols. We disconnected our systems, began an investigation, and engaged independent computer forensic experts to assist. The investigation determined that an unauthorized user gained access to CSG's system. Because there had been unauthorized access to the system, we also investigated what information was potentially impacted by the incident. A review of the potentially impacted documents was conducted to identify whether any personal information was present at the time of incident. You are receiving this letter because it was determined that your personal information may have been impacted. CSG has no evidence that your information has been misused, however, we wanted to let you know about this incident out of an abundance of caution.

What Information Was Involved?

From our review, <<Consolidated PII & PHI>> may have been impacted.

What We Are Doing:

We have taken steps to minimize the risk of this happening in the future. Since the incident, we have changed passwords, tightened endpoint monitoring controls, and other measures. In addition, although there has been no evidence your information was misused, we are offering identity theft protection services through IDX for <<12/24>> months. With this protection, IDX will help you resolve issues if your identity is compromised.

What You Can Do:

We encourage you to contact IDX with any questions and to enroll in the free identity protection services by calling 1-800-939-4170, going to https://app.idx.us/account-creation/protect or scanning the QR image and using the Enrollment

Code provided above. IDX representatives are available Monday through Friday from 9 am - 9 pm Eastern Time. Please note the deadline to enroll is June 20, 2025.

This letter also provides other precautionary measures you can take to protect your information. Additionally, you should always remain vigilant in reviewing your financial account statements and credit reports for fraudulent or irregular activity on a regular basis. Again, at this time, there is no evidence that your information has been misused. However, we encourage you to take full advantage of this service offering.

For More Information:

We sincerely apologize for any inconvenience this incident may cause you. If you have questions, please call 1-800-939-4170 Monday through Friday from 9 am - 9 pm Eastern Time. Please have the enrollment code ready.

Sincerely,

Cyrus Kianpour

CEO/President
CSG Consultants

Recommended Steps to Help Protect Your Information

1. Website and Enrollment. Scan the QR image or go to https://app.idx.us/account-creation/protect and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter.

2. Activate the credit monitoring[1] provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

3. Telephone. Contact IDX at 1-800-939-4170 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

4. Review your credit reports. We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

5. Place Fraud Alerts with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three bureaus is as follows:

Credit Bureaus

Equifax Fraud Reporting	Experian Fraud Reporting	TransUnion Fraud Reporting
1-866-349-5191	1-888-397-3742	1-800-680-7289
P.O. Box 105069	P.O. Box 9554	P.O. Box 2000
Atlanta, GA 30348-5069	Allen, TX 75013	Chester, PA 19022-2000
www.equifax.com	www.experian.com	www.transunion.com

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well.

You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

Please Note: No one is allowed to place a fraud alert on your credit report except you.

6. Security Freeze. By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. There is no cost to freeze or unfreeze your credit files.

7. You can obtain additional information about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

[1] 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.

California Residents: Visit the California Office of Privacy Protection (www.oag.ca.gov/privacy) for additional information on protection against identity theft.

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.

Maryland Residents: Office of the Attorney General of Maryland**,** Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, https://www.marylandattorneygeneral.gov/, Telephone: 1-888-743-0023.

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, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from a violator. 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. You can review your rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

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/.

North Carolina Residents: Office of the Attorney General of North Carolina**,** 9001 Mail Service Center Raleigh, NC 27699-9001, www.ncdoj.gov, Telephone: 1-919-716-6400.

Oregon Residents: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, www.doj.state.or.us/, Telephone: 877-877-9392.

Rhode Island Residents: Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, www.riag.ri.gov, Telephone: 401-274-4400. A total of <<XX>> Rhode Island residents were notified of this incident.

All US Residents: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, www.consumer.gov/idtheft, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.