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April 25, 2022

VIA EMAIL (IDTHEFT@OAG.STATE.MD.US)

Brian E. Frosh
Attorney General
Office of the Attorney General
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202

Re: Incident Notification

Dear Attorney General Frosh:

We are writing on behalf of our client, Ringgold School District (“Ringgold”), to notify your office of a cybersecurity incident. Ringgold is located at 400 Main Street, New Eagle, Pennsylvania 15067.

On November 13, 2021, Ringgold determined that certain devices in its network had been encrypted with ransomware. Ringgold promptly began an investigation, a cybersecurity firm was engaged, and measures were taken to address the incident and to restore the systems. Ringgold also notified law enforcement and is supporting its investigation. The evidence showed that there was unauthorized activity in Ringgold’s network between November 7, 2021 and November 13, 2021. The evidence also showed that there was unauthorized access to files on its file servers. Ringgold carefully reviewed these files and, on March 17, 2022, determined that one or more of the files contained the name, Social Security number, and financial account number of one Maryland resident.

Beginning on April 25, 2022, Ringgold will mail a notification letter to the Maryland resident in accordance with Md. Code Ann., Com. Law § 14-3504¹, via United States First-Class mail. A copy of the notification letter is enclosed. Ringgold is offering the Maryland resident a

¹ This report does not waive Ringgold’s objection that Maryland lacks regulatory authority over it related to any claims that may arise from this incident.

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complimentary one-year subscription to identity monitoring services through Kroll. A dedicated, toll-free call center has been established for individuals to call with questions about the incident.

To help prevent something like this from happening again, Ringgold is taking steps to enhance already existing security measures by, among other things, implementing enhanced internal controls and safeguards.

Please do not hesitate to contact me if you have any questions regarding this matter.

Sincerely,



Joseph L. Bruemmer
Partner

Enclosure



Ringgold School District

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

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country>>

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

Ringgold School District recognizes the importance of protecting the information of our students, faculty, and staff. We are writing to notify you that we identified and addressed an incident that involved some of your personal information. This notice explains the incident, measures we have taken, and additional steps you may consider taking in response.

On November 13, 2021, we learned of an incident involving unauthorized access to certain computer systems on our network. Upon learning of the incident, we immediately took steps to secure our systems, began an investigation, and engaged a cybersecurity firm to assist. Through our investigation, we determined that an unauthorized actor accessed a limited number of files from certain servers between November 7, 2021 and November 13, 2021. On March 17, 2022, we completed a thorough review of those files and determined that some of your personal information was involved in the incident, including your << b2b_text_1 (“name” and Impacted Data)>>.

We wanted to notify you of the incident and to assure you that we take it seriously. As a precaution, we are offering you a complimentary one-year membership to Kroll Identity Monitoring services. This product helps detect possible misuse of your information and includes Credit Monitoring, Fraud Consultation, and Identity Theft Restoration services. These services are completely free to you, and activating this program will not hurt your credit score.

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

You have until <<b2b_text_6 (Date)>> to activate your identity monitoring services.

Membership Number: <<Membership Number s_n>>

For more information about Kroll and your Identity Monitoring services, you can visit info.krollmonitoring.com. For more information about identity theft prevent, including information on steps you can take in response to the incident, please review the pages that follow this letter.

To help prevent a similar incident in the future, we are implementing several changes to enhance our existing security measures, including employee training and additional internal controls and safeguards. Should you have any further questions or concerns regarding this incident, please contact our dedicated help line at [xxx-xxx-xxxx](tel:xxx-xxx-xxxx) Monday through Friday, 9:00 a.m. to 6:30 p.m. Eastern Time, excluding major U.S. holidays.

Sincerely,

Randall Skrinjorich

Randall Skrinjorich
Superintendent
Ringgold School District



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 help 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.

If you prefer to activate these services offline and receive monitoring alerts via the US Postal Service, you may activate via our automated phone system by calling 1-888-653-0511, Monday through Friday, 8:00 a.m. to 5:30 p.m. Central time, excluding major U.S. holiday. Please have your membership number located in your letter ready when calling. Please note that to activate monitoring services, you will be required to provide your name, date of birth, and Social Security number through our automated phone system.

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 STEPS YOU CAN TAKE

We remind you it is always advisable to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

- *Equifax*, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111
- *Experian*, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742
- *TransUnion*, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

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 state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

- *Federal Trade Commission*, Consumer Response Center, 600 Pennsylvania Avenue NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft

Fraud Alerts and Credit or Security Freezes:

Fraud Alerts: There are two types of general 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 one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report.

For those in the military who want to help protect their credit while deployed, an Active Duty Military Fraud Alert lasts for one year and can be renewed for the length of your deployment. The credit bureaus will also take you off their marketing lists for pre-screened credit card offers for two years, unless you ask them not to.

Credit or Security Freezes: You have the right to put a credit freeze, also known as a security freeze, on your credit file, free of charge, which makes it more difficult for identity thieves to open new accounts in your name. That's because most creditors need to see your credit report before they approve a new account. If they can't see your report, they may not extend the credit.

How do I place a freeze on my credit reports? There is no fee to place or lift a security freeze. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For information and instructions to place a security freeze, contact each of the credit reporting agencies at the addresses below:

- **Experian Security Freeze**, PO Box 9554, Allen, TX 75013, www.experian.com
- **TransUnion Security Freeze**, PO Box 2000, Chester, PA 19016, www.transunion.com
- **Equifax Security Freeze**, PO Box 105788, Atlanta, GA 30348, www.equifax.com

You'll need to supply your name, address, date of birth, Social Security number and other personal information.

After receiving your freeze request, each credit bureau will provide you with a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

How do I lift a freeze? A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it altogether. If the request is made online or by phone, a credit bureau must lift a freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request.

If you opt for a temporary lift because you are applying for credit or a job, and you can find out which credit bureau the business will contact for your file, you can save some time by lifting the freeze only at that particular credit bureau. Otherwise, you need to make the request with all three credit bureaus.

Ringgold School District is located at 400 Main Street, New Eagle, PA 1506 and can be reached at 724-258-9329.