



[DATE]

Return Mail Processing  
PO Box 589  
Claysburg, PA 16625-0589

Name  
Address 1  
Address 2

Dear [Name]:

We are writing on behalf of Maximus Human Services, Inc. (Maximus) to notify you of an incident that involved unauthorized access to files which contain certain of your information. Maximus is a contractor to <<insert text>> (the "Agency") and provides services to support certain government programs, including <<insert text>>.

The incident involved an unauthorized party exploiting a vulnerability in MOVEit Transfer, a third-party software application provided by Progress Software Corporation (Progress), to gain access to files that contained some of your personal information. Maximus is among the many organizations in the United States and globally that have been impacted by the MOVEit vulnerability.

Your information was affected because it was transferred using the MOVEit application. We are providing this letter to help you understand what happened, what we are doing, and steps you can take to protect your information. Please read it carefully.

### **What happened?**

On May 30, 2023, Maximus detected unusual activity in our MOVEit environment. Upon detection, Maximus promptly began to investigate with the help of nationally recognized cybersecurity experts. Early in the day on May 31, 2023, Maximus took its MOVEit application offline. Later that same day, Progress first publicly announced a previously unknown vulnerability in its MOVEit software, which an unauthorized party used to gain access to files of many MOVEit customers. Maximus subsequently applied vendor recommended actions, including applying new patches made available by Progress, to address the vulnerability.

Maximus promptly informed the Agency of the incident, and we have been working with them since. Additionally, we engaged a forensic investigation firm and a data analysis firm to identify affected individuals and the types of information involved. We learned that from approximately May 27<sup>th</sup> through May 31<sup>st</sup>, 2023, the unauthorized party obtained copies of certain files that were saved in the Maximus MOVEit application. Upon receiving this information, Maximus began to analyze the files to determine which data was affected. Our investigation determined that the files contained some of your personal information.

### **What information was involved?**

The analysis has revealed that personal information involved in this breach varied by individual and may include: <<insert text>>. At this time Maximus has not identified evidence that data accessed has been improperly used.

### **What are we doing?**

Maximus is offering two years of complimentary credit monitoring, identity restoration, and fraud detection services through Experian. If you would like to take advantage of the services that we are providing to you free of charge, please follow the instructions on [Attachment 1](#).

Although the investigation has determined that the incident did not impact our systems directly, beyond our MOVEit environment, we continue to enhance our cybersecurity posture to safeguard against ever evolving cyber threats,



monitor for unusual activity and vulnerabilities, and apply vendor recommended actions as applicable. We also notified and are cooperating with law enforcement.

**What can you do?**

As good practice, it is recommended that you regularly monitor account statements and monitor free credit reports. If you identify suspicious activity, you should contact the company that maintains the account on your behalf. Additional information about how to protect your identity is contained in [Attachment 2](#).

**For more information:**

Maximus takes the privacy and security of your personal information very seriously and regrets that this incident occurred.

If you have any questions or concerns, please contact us, toll-free, at 833-919-4749 Monday through Friday between 9:00 a.m. and 11:00 p.m. Eastern Standard Time, or Saturday and Sunday between 11:00 a.m. and 8:00 p.m. Eastern Standard Time (excluding major U.S. holidays) and be prepared to provide your engagement number [B#####].

Sincerely,

Maximus Privacy Office

## Attachment 1: Credit Monitoring and Experian IdentityWorks<sup>SM</sup> Membership Information

### What you can do:

To help protect your identity, we are offering complimentary access to fraud detection and identity restoration services with Experian IdentityWorks<sup>SM</sup> for 24 months.

If you believe there was fraudulent use of your information because of this incident and would like to discuss how you may be able to protect against those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration is available to you for 24 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration).

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary 24-month membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by November 30, 2023** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code**: [Activation Code]

If you have questions about the product, need assistance with Identity Restoration that happened because of this incident, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at **833-919-4749** by **November 30, 2023**. Be prepared to provide **engagement number [B#####]** as proof of eligibility for the Identity Restoration services by Experian.

### Additional details regarding your 24-month Experian IdentityWorks membership:

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only\*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

\* Offline members will be eligible to call for additional reports quarterly after enrolling.

\*\* The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

## Attachment 2: Additional Information

Below are additional helpful tips you may want to consider to protect your personal information.

It is good practice to remain vigilant by reviewing your financial statements and accounts for signs of suspicious transactions and activities. Report any indications of suspected fraud or identity theft to local law enforcement, your State's Attorney General's office, or the Federal Trade Commission ("FTC").

**Federal Trade Commission** Consumer Response Center 600 Pennsylvania Avenue NW Washington, DC 20580  
1.877.FTC.HELP (382.4357) / [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)

**For Maryland residents:** You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, [www.marylandattorneygeneral.gov](http://www.marylandattorneygeneral.gov), 1-888-743-0023.

**For Kentucky residents:** You may contact the Kentucky Office of the Attorney General, Office of Consumer Protection, 1024 Capital Center Drive, Suite 200, Frankfort, Kentucky 40601, [www.ag.ky.gov](http://www.ag.ky.gov), 1-855-813-6508.

For other residents, you may find information on how to contact your state attorney general by visiting <https://www.naag.org/find-my-ag/>.

### Fraud Alert and Security Freeze Information

You may consider placing a free "Fraud Alert" on your credit file. Fraud Alerts tell potential credit grantors of possible fraudulent activity and to verify your identification before extending credit in your name. A Fraud Alert can make it more difficult for someone to get credit in your name, but also may delay your ability to obtain credit. Fraud alerts generally last one year. Identity theft victims can get an extended fraud alert for seven years.

Call only one of the following nationwide credit reporting companies to place your Fraud Alert. As soon as the credit reporting company confirms your Fraud Alert, they will forward your alert request to the other two nationwide credit reporting companies.

Equifax  
PO Box 740256  
Atlanta, GA 30374  
[www.equifax.com/personal/credit-report-services/credit-fraud-alerts/](http://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/) 1-800-525-6285

TransUnion PO Box 2000  
Chester, PA 19016  
[www.transunion.com/fraud](http://www.transunion.com/fraud)  
d  
-alerts  
1-800-680-7289

Experian PO Bo 9554  
Allen, TX 75013  
[www.experian.com/fraud](http://www.experian.com/fraud) 1-888-397-3742

You also have the right to request a free Security Freeze (aka "Credit Freeze") on your credit file by contacting each of the three nationwide credit reporting companies via the channels outlined below. A Credit Freeze can make it more difficult for someone to get credit in your name, but also may delay your ability to obtain credit. You may also contact any of the credit reporting companies or the FTC for more information regarding Fraud Alerts and security freezes at:

Equifax Security Freeze PO Box 105788  
Atlanta, GA 30348  
<http://www.equifax.com/personal/credit-report-services/credit-freeze/>  
1-800-349-9960

TransUnion Security Freeze  
PO Box 2000  
Chester, PA 19016  
[www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze)  
1-888-909-8872

Experian Security Freeze  
PO Box 9554  
Allen, TX 75013  
[www.experian.com/freeze](http://www.experian.com/freeze)  
1-888-397-3742