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November 3, 2023

**VIA ONLINE FORM**

Attorney General Aaron Frey  
Office of the Attorney General  
Consumer Protection Division  
Security Breach Notification  
111 Sewall Street, 6th Floor  
Augusta, ME 04330

Email: [breach.security@maine.gov](mailto:breach.security@maine.gov)

**Re: Notification of Data Security Incident**

To Whom It May Concern:

Lewis Brisbois represents AlohaCare, a health insurance provider in Hawaii, in conjunction with a recent data security incident described in greater detail below. The purpose of this letter is to notify you of the incident in accordance with Maryland data breach notification law.

**1. Nature of the Security Incident**

On or around May 31, 2023, AlohaCare learned that it was part of the global incident involving a zero-day vulnerability of the file transfer tool called MOVEit. AlohaCare immediately engaged a team of third-party digital and cybersecurity experts to assist with investigating the extent of any unauthorized activity. The investigation determined that the incident impacted certain data maintained by AlohaCare. AlohaCare subsequently initiated a comprehensive review of the affected files to determine whether they contained personal information or protected health information belonging to individuals. After a thorough review, on or around October 17, 2023, AlohaCare determined that certain personal information was involved in the incident and worked diligently to notify the individuals.

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

AlohaCare notified twenty-one (21) residents of Maine of this data security incident via first class U.S. mail on November 3, 2023. The information accessed and potentially acquired by the unauthorized actor responsible for this incident may have included name and Social Security

number. A sample copy of the notification letter sent to these individuals is included with this correspondence.

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

AlohaCare has implemented additional security features in an effort to prevent a similar incident from occurring in the future. AlohaCare also notified the major credit reporting agencies, TransUnion, Equifax, and Experian, of the incident. Further, AlohaCare has offered all individuals whose information was involved twelve (12) months of complimentary services through TransUnion, which includes credit monitoring, dark web monitoring, a \$1 million identity fraud loss reimbursement policy, fully-managed identity theft recovery services, and ninety (90) days access to a call center.

### **4. Contact Information**

AlohaCare remains dedicated to protecting the personal information in its possession. If you have any questions or need additional information, please do not hesitate to contact me at (714) 966-3184 or by email at [Kamran.Salour@lewisbrisbois.com](mailto:Kamran.Salour@lewisbrisbois.com).

Regards,

A handwritten signature in black ink, appearing to read 'Kam Salour', with a stylized flourish at the end.

Kamran Salour of  
LEWIS BRISBOIS BISGAARD & SMITH LLP

Enc.: Sample Consumer Notification Letter