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Hotline: 877-382-2724 (877-DTA-BRCH)

July 22, 2025

VIA ONLINE SUBMISSION

Attorney General Aaron Frey
Office of the Attorney General
Consumer Protection Division
Security Breach Notification
111 Sewall Street, 6th Floor
Augusta, ME 04330
Tel: 207-626-8800

Re: Prestige Maintenance USA- Preliminary Notice of Data Event

To Attorney General Frey:

We represent Prestige Maintenance USA (“Prestige”), located in Plano, Texas, and are writing to notify your office of an incident that may affect the security of certain personal information relating to approximately one (1) Maine resident. By providing this notice, the company does not waive any rights or defenses regarding the applicability of Maine law, the applicability of the Maine data event notification statute, or personal jurisdiction.

1. Nature of the Data Event

On July 14, 2025, the company learned that the information of certain individuals was involved in a data access incident. The company became aware of an incident in their cyber environment on or about January 17, 2025, and immediately took action to secure its systems. The company also immediately began an investigation. The investigation determined that certain data may have been acquired without authorization. The company then further investigated to determine which data may have been involved and whose data may have been involved. This review concluded on July 14, 2025, when the company identified that certain individual information was potentially affected, and the known residence of those individuals.

2. Notice to Maine Residents

On or about July 22, 2025, the company provided written notice of this incident to approximately one (1) Maine resident. Written notice is being provided in substantially the same form as the letter attached here as *Exhibit A*.

3. Other Steps Taken and To Be Taken

Upon discovering the event, the company moved quickly to investigate and respond to the incident and identify potentially affected individuals. Further, the company notified law enforcement regarding the event. The company is also attempting to ensure that such an incident does not reoccur. Finally, the company is providing access to credit monitoring services for 12 months, through IDX, to individuals whose personal information was potentially affected by this incident, at no cost to these individuals.

Additionally, the company is providing impacted individuals with guidance on how to better protect against identity theft and fraud. The company is providing individuals with information on how to place a fraud alert and security freeze on one's credit file, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud.

4. Contact Information

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at 917.744.1760.

Very truly yours,

A handwritten signature in cursive script that reads "Richard Goldberg".

Richard Goldberg, Partner
Constangy, Brooks, Smith & Prophete LLP



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

<<First Name>> <<Last Name>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip>>
<<Country>>

Enrollment Code: <<ENROLLMENT>>

Enrollment Deadline: October 22, 2025

To Enroll, Scan the QR Code Below:



Or Visit:

<https://app.idx.us/account-creation/protect>

July 22, 2025

Re: Notice of Data <<Variable Text 2: Security Incident/Breach>>

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

We are writing to inform you of an incident that may have involved your personal information. Please know that we take the privacy and security of your information very seriously. You will find below information about the incident and steps you can take to help protect your information.

What Happened? On May 13, 2025, we learned that some of your personal information was involved in a data security incident. We learned of unusual activity in a segment of our cyber environment on January 17, 2025, and immediately started an investigation, engaging independent experts to assist. We later learned that some of our files had been accessed without authorization. We then worked to determine whose information was involved. Please note that we have no evidence of the misuse of anyone's information.

What Information Was Involved? The information that may have been acquired by the unauthorized individual included your name and <<Variable Text 1: Data Elements>>.

What Are We Doing? As soon as we discovered the incident, we took the steps described above and worked with our experts to try to prevent such an incident from happening again. We also reported the incident to law enforcement and will work with them in their investigation. In addition, we are also providing you with information about steps that you can take to help protect your personal information and offering you <<12/24>> months of complimentary identity monitoring services through IDX.¹ This service helps detect possible misuse of your information and provides you with identity protection support.

What You Can Do: You can follow the recommendations included with this letter to help protect your information. You can also enroll in IDX's complimentary identity protection services by going to the link noted above or calling 1-855-201-8591. When prompted, please provide the unique code noted above to enroll in the services. The deadline to enroll is October 22, 2025. For more information on how you can protect your personal information, please review the resources provided on the following pages.

For More Information: If you have questions or need assistance, please call our call center at 1-855-201-8591, Monday through Friday from 8 am – 8 pm Central Time, excluding holidays.

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.

Protecting your information is important to us. Please know that we take this incident very seriously and deeply regret any worry or inconvenience that this may cause you.

Sincerely,

Prestige Maintenance USA
1808 10th St., Suite 300
Plano, TX 75074

Steps You Can Take to Protect Your Personal Information

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three national credit reporting agencies:

Equifax

P.O. Box 105788
Atlanta, GA 30348
1-888-378-4329
www.equifax.com

Experian

P.O. Box 9532
Allen, TX 75013
1-800-831-5614
www.experian.com

TransUnion

P.O. Box 1000
Chester, PA 19016
1-800-916-8800
www.transunion.com

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

Security Freeze: You have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

Federal Trade Commission

600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov
877-438-4338

Maryland Attorney General

200 St. Paul Place
Baltimore, MD 21202
www.marylandattorneygeneral.gov/Pages/CPD
888-743-0023

Oregon Attorney General

1162 Court St., NE
Salem, OR 97301
www.doj.state.or.us/consumer-protection
877-877-9392

California Attorney General

1300 I Street
Sacramento, CA 95814
www.oag.ca.gov/privacy
800-952-5225

New York Attorney General

The Capitol
Albany, NY 12224
800-771-7755
ag.ny.gov

Rhode Island Attorney General

150 South Main Street
Providence, RI 02903
www.riag.ri.gov
401-274-4400

Iowa Attorney General
1305 E. Walnut Street
Des Moines, Iowa 50319
www.iowaattorneygeneral.gov
888-777-4590

NY Bureau of Internet and Technology
28 Liberty Street
New York, NY 10005
www.dos.ny.gov/consumerprotection/
212.416.8433

Washington D.C. Attorney General
400 S 6th Street, NW
Washington, DC 20001
oag.dc.gov/consumer-protection
202-442-9828

Kentucky Attorney General
700 Capitol Avenue, Suite 118
Frankfort, Kentucky 40601
www.ag.ky.gov
502-696-5300

NC Attorney General
9001 Mail Service Center
Raleigh, NC 27699
ncdoj.gov/protectingconsumers/
877-566-7226

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit https://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf.