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January 23, 2017

VIA EMAIL (IDTHEFT@OAG.STATE.MD.US) AND OVERNIGHT MAIL

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

Re: Incident notification

Dear Sir or Madam:

Accolade, Inc. (“Accolade”) understands the importance of protecting personal information and is committed to maintaining the privacy and security of its current and former employees’ personal information.

On Thursday, January 19, 2017, Accolade learned that it was a victim of a phishing scheme that included a targeted email, sent January 17, 2017, requesting employee W-2s. After learning of this incident, Accolade immediately began an investigation. Accolade’s investigation has determined that 2016 W-2s for its U.S. based employees were affected by this incident. The W-2 forms included the employee’s name, address, Social Security number, salary, and taxes withheld for 2016. The IRS was notified of this incident, and has indicated that they will monitor the affected employees’ accounts for this year, in an effort to prevent fraudulent tax refunds from being paid out.

On January 20, 2017, Accolade provided notification by email to its employees offering a free two-year membership in credit monitoring and identity theft protection from Experian. Accolade provided written notification via U.S. Mail on January 23, 2017, to three (3) Maryland residents in accordance with Md. Code Ann., Com. Law §14-3504 in substantially the same form as the letter attached hereto.¹ Notice is being provided in the most expedient time possible and

¹ This report is not, and does not constitute, a waiver of personal jurisdiction.

Office of the Attorney General
January 23, 2017
Page 2

without unreasonable delay. Accolade has also established a dedicated call center to assist individuals with any questions they may have.

In order to help prevent a similar incident from occurring in the future, Accolade is reinforcing its information security-training program with an emphasis on the detection and avoidance of phishing email scams.

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

Sincerely,

A handwritten signature in black ink that reads "Theodore J. Kobus III". The signature is written in a cursive style with a large, stylized initial "T".

Theodore J. Kobus III
Partner

Enclosure

EXHIBIT A



January 20, 2017

Dear [REDACTED]:

Accolade is committed to maintaining the privacy and security of our current and former employees' personal information. We recently informed current employees of an incident involving personal information by email. We are writing to provide you with additional information regarding this incident, including steps you can take to protect yourself and instructions for enrollment in a complimentary credit monitoring and identity theft protection service.

On Thursday, January 19, we learned that Accolade was a victim of a phishing scheme that included a targeted email sent on Tuesday, January 17 to our team, requesting employee W-2s. After learning of this incident, we immediately began an investigation. Our investigation has determined that 2016 W-2's for U.S. based employees were affected by this incident. These W-2 forms included your name, address, Social Security number, salary, and taxes withheld for 2016.

The IRS was notified of this incident, and has indicated that they will monitor employees' accounts for this year, in an effort to help prevent fraudulent tax refunds from being paid out.

We encourage you to remain vigilant to the possibility of fraud and identity theft by reviewing your account statements for any unauthorized activity. Additionally, we are offering you a complimentary two-year membership of Experian's[®] ProtectMyID[®] Alert. This product helps detect possible misuse of your personal information and provides you with superior identity protection services focused on immediate identification and resolution of identity theft. ProtectMyID Alert is completely free to you and enrolling in this program will not hurt your credit score. Unfortunately, due to privacy laws, we are not able to enroll you directly. **For more information on identity theft prevention and ProtectMyID Alert, including instructions on how to activate your complimentary two-year membership, please see the additional information provided in this letter.**

We regret any concern this may cause you. To help prevent something like this from happening again, we are reinforcing our information security training program with an emphasis on the detection and avoidance of phishing email scams. Should you have further questions regarding this incident, you may call 877-371-7902, 9am-9pm Monday through Friday and Saturday-Sunday from 11am-8pm Eastern Standard Time.

Sincerely,

Rajeev Singh
CEO

ACTIVATE PROTECTMYID NOW IN THREE EASY STEPS

1. ENSURE That You Enroll By: **01.29.19** (Your code will not work after this date.)
2. VISIT the **ProtectMyID Web Site to enroll:** <http://www.protectmyid.com/redeem>
3. PROVIDE Your Activation Code: [REDACTED]

If you have questions or need an alternative to enrolling online, please call **877-371-7902** and provide engagement #: **PC106088**

ADDITIONAL DETAILS REGARDING YOUR 24-MONTH PROTECTMYID MEMBERSHIP:

A credit card is **not** required for enrollment in ProtectMyID.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in ProtectMyID:

- **Experian credit report at signup:** See what information is associated with your credit file.
- **Active Surveillance Alerts:** Monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Fraud Resolution:** Identity Theft Resolution agents are immediately available to help you address credit and non-credit related fraud.
- **ExtendCARE:** You receive the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.
- **\$1 Million Identity Theft Insurance*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at **877-371-7902**.

Even if you choose not to take advantage of the identity theft protection services we are offering, we recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your credit card, bank, and other financial statements for any unauthorized activity. You may also obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies once every 12 months. To order your credit report, please visit www.annualcreditreport.com or call toll free at 877-322-8228. Contact information for the three nationwide credit reporting agencies is as follows:

Equifax
P.O. Box 740241
Atlanta, GA 30374
www.equifax.com
(800) 685-1111

Experian
P.O. Box 2002
Allen, TX 75013
www.experian.com
(888) 397-3742

TransUnion
P.O. Box 2000
Chester, PA 19016
www.transunion.com
(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 contact the Federal Trade Commission and/or the Office of the Attorney General in your home state. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
www.ftc.gov/idtheft
(877) 438-4338

Maryland Attorney General's Office
200 St. Paul Place,
Baltimore, MD 21202
www.oag.state.md.us
(888) 743-0023 (toll free when calling within
Maryland)
(410) 576-6300 (for calls originating outside
Maryland)

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.
