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December 8, 2023

VIA EMAIL

The Office of the Attorney General
State of Idaho

Re: CRC Insurance Services, LLC Supplemental Notice

Dear Office of the Attorney General:

We represent CRC Insurance Services, LLC ("CRC"), a wholesale insurance brokerage. This notice supplements the initial notice filed by CRC on July 26, 2023. Please refer to the initial notice for a full narrative description of the breach and CRC's initial response.

Update re CRC's Investigation and Response

The incident may have affected the personal information of 48 residents of Idaho, which includes individuals associated with business partners, who own the data. Of that number, 1 resident of Idaho is not associated with business partners or is associated with CRC.

CRC provided its initial notice after its third-party vendor completed its analysis of the first wave of documents on July 14, 2023. The vendor completed its analysis of the second and final wave of documents on October 13, 2023, with quality assurance review continuing until October 23, 2023. This review required a time-consuming method of deduplication and tracking records of individuals due to the complexity of the documents involved in the second wave and the approaches taken by the third-party vendor. Individuals not associated with a business partner were notified on November 3, 2023, and business partners, who are the data owners, were notified on a rolling basis from November 22, 2023 through December 7, 2023. As with the first wave of notices, business partners were provided a list of individuals whose information may have been impacted and the categories of information that may have been impacted.

While CRC does not believe that this incident has resulted in a significant risk of identity theft and it is not aware of any identity theft arising from this incident, CRC is offering credit monitoring services for 1 years at no cost to the affected individuals that are not associated with a business partner or are associated directly with CRC.

CRC is coordinating with relevant business partners who own the data to help meet individual notification obligations and has sent notices to residents who are not associated with a CRC business partner.

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December 8, 2023
Page 2

Please do not hesitate to contact me with any questions related to this matter.

Sincerely,

Kenneth K. Suh