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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