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September 15, 2025

**Via Online Portal:**

**Attorney General Aaron Frey**  
Office of the Attorney General  
6 State House Station  
Augusta, ME 04333

**Re: Notice of Cybersecurity Incident**

Dear Attorney General Frey:

Wilson Elser Moskowitz Edelman and Dicker LLP (“Wilson Elser”) represents Trusteed Plans Service Corporation (“TPSC”), a custom health benefit solution provider for corporate employers located at 1101 Pacific Ave, Tacoma, Washington, with respect to a recent cybersecurity incident that was first discovered by TPSC on December 26, 2024 (hereinafter, the “Incident”). TPSC takes the security and privacy of the information in its control very seriously and has taken steps to prevent a similar incident from occurring in the future.

This letter will serve to inform you of the nature of the Incident, what information may have been compromised, the number of Maine residents being notified, and the steps that TPSC has taken in response to the Incident. We have also enclosed hereto a sample of the notice letter mailed to the potentially impacted individuals, which includes an offer for complimentary credit monitoring services.

**1. Nature of the Incident**

On December 26, 2024, TPSC detected unusual activity within its computer environment. Upon discovery of this Incident, TPSC promptly engaged a specialized third-party cybersecurity firm to secure its computer systems and conduct a comprehensive investigation to determine the initial cause and scope of the Incident. The forensic investigation determined that an unauthorized user gained access and obtained information from within TPSC’s environment.

Based on the findings of the forensic investigation, TPSC conducted a data mining exercise with the assistance of a third-party vendor to identify the individuals impacted and the specific types of information that may have been acquired by the unauthorized user. The data mining exercise was completed on August 7, 2025. Upon completion of the data mining project TPSC took the time necessary to obtain the contact information for the impacted individuals and engage a third-party notification vendor to provide affected individuals with complimentary credit monitoring services to help secure their personal information.

Although TPSC is unaware of any fraudulent misuse of information, it is possible that individuals' date of birth; Social Security number; and health information, may have been exposed as a result of this unauthorized activity.

As of this writing, TPSC has not received any reports of related identity theft since the date of the incident (December 26, 2024, to present).

## **2. Number of Maine residents affected.**

Based on its investigation, TPSC identified and notified four (4) Maine residents whose information was impacted as a result of the Incident. Notification letters to these individuals were mailed on September 15, 2025, by U.S. First Class Mail. A sample copy of the notification letter is included with this letter under **Exhibit A**.

## **3. Steps taken in response to the Incident.**

TPSC is committed to ensuring the security and privacy of all personal information in its control and is taking steps to prevent a similar incident from occurring in the future. Upon discovery of the Incident, TPSC moved quickly to investigate and respond to the Incident, assessed the security of its systems, and notified the potentially affected individuals. Further, TPSC implemented the following security measures to prevent a similar incident from occurring in the future: upgraded desktop operating systems, increased firewall security, further implementation of multi-factor authentication, deployed additional security agents to monitor server and desktop activity, engaged third-party vendor for internal assessments and external penetration testing, and encrypted data at rest.

Although TPSC is not aware of any actual or attempted misuse of the affected personal information, TPSC offered twelve (12) months of complimentary credit monitoring and identity theft restoration services through HaystackID to Maine residents to help protect their identity. Additionally, TPSC provided guidance on how to better protect against identity theft and fraud, including providing 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 the contact details for the Federal Trade Commission.

#### **4. Contact information**

TPSC remains dedicated to protecting the sensitive information within its control. Should you have any questions or need additional information, please do not hesitate to contact me at [Anjali.Das@WilsonElser.com](mailto:Anjali.Das@WilsonElser.com) or 312-821-6164.

Very truly yours,

**Wilson Elser Moskowitz Edelman & Dicker LLP**



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