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May 12, 2023

VIA EMAIL

Attorney General John Formella
Office of the Attorney General
33 Capitol Street
Concord, NH 03302

Dear Attorney General Formella:

We represent Liberty Lines ("Liberty") located at 475 Saw Mill River Rd, Yonkers, NY 10701, and are writing to notify your office of an incident that may affect the security of some personal information relating to 1 New Hampshire resident.

On February 17, 2023, Liberty was the target of a ransomware attack on its computer systems. Liberty immediately notified law enforcement, retained computer forensic experts, commenced an investigation to determine what information the attacker took from its network, and provided preliminary notification to all employees. The threat actor released some limited information, and on March 27, 2023, Liberty discovered that the intruder may have accessed employment records containing

Liberty takes the security of employee information seriously and has taken measures to reduce the likelihood of a future cyber-attack, including increasing threat detection and further restricting remote access to meet the continually evolving cyber threat. Liberty also will continue to provide regular reminders on how to spot and avoid being victimized by fraudulent emails in the future. In an abundance of caution, Liberty is also offering all potentially affected individuals 24 months of complimentary credit monitoring and identity theft restoration from Kroll.

On or about May 12, 2023, FAPS began mailing notifications to all potentially affected individuals. An example of the notification is attached. Notification has also been made to the three major credit reporting agencies.

Should you have any questions regarding this notification or other aspects of the data security event, please contact me for any additional information.

Best regards,

Kevin M. Scott
Shareholder

<<Date>> (Format: Month Day, Year)

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country>>

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

We are writing to inform you of a data security incident that may have impacted some of your personal information. We take the security of your information very seriously, and we sincerely apologize for any concern this incident may cause. This letter contains information about what happened, actions we have taken to prevent a reoccurrence, and steps you can take to help protect your information.

What happened?

As you may be aware, February 17, 2023, we were the target of a ransomware attack on our computer systems. Ransomware is a computer virus that encrypts computer systems until and unless we pay money (i.e., the ransom) demanded by the attackers. We immediately notified law enforcement, retained computer forensic experts, and commenced an investigation to determine what information the attacker took from our network. On March 15, 2023, the attacker began to release information on the dark web. These rampant attacks continue to challenge everyone and, as a result, we are letting you know that your information may have been released.

What information was involved?

Our investigation revealed that the information accessed potentially contained your employment records which may have included your

What is Liberty Lines doing?

We take the security of your information seriously and have taken measures to reduce the likelihood of a future cyber-attack, including increasing threat detection and further restricting remote access to meet the continually evolving cyber threat.

We also will continue to provide regular reminders on how to spot and avoid being victimized by fraudulent emails in the future. Cybercriminals will continue to find ways to target company employees, and we must all continue to be vigilant against increasingly sophisticated fraudulent schemes.

In an abundance of caution, we are offering the services of Kroll to provide identity monitoring at no cost to you for two years. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, $1 Million Identity Fraud Loss Reimbursement, Fraud Consultation, and Identity Theft Restoration.

Visit **https://enroll.krollmonitoring.com** to activate and take advantage of your identity monitoring services.

You have until <<b2b_text_6(activation deadline)>> to activate your identity monitoring services.
Membership Number: **<<Membership Number s_n>>**

Additional information describing your services is included with this letter.

For more information about Kroll and your Identity Monitoring services, you can visit info.krollmonitoring.com.

What can you do?

We want you to make sure you are aware of steps you may take to guard against potential identity theft or fraud. Although we have no reports of misuse of your or anyone's information, we encourage you to follow the instructions in this letter and activate the identity monitoring services we are providing at no cost to you. We also recommend that you review the "Additional Important Information" section included with this letter. This section describes additional steps you can take to help protect your information, including recommendations by the Federal Trade Commission (FTC) regarding identity theft protection and details on how to place a fraud alert or security freeze on your credit file. As an added precaution, you may want to closely monitor your personal accounts for any suspicious activity.

If you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you did not initiate or do not recognize. Review all information, such as home address and Social Security number, for accuracy. If you see anything you do not understand, call the credit reporting agency and the telephone number listed on the report.

For more information.

If you have any questions, please call , Monday through Friday from 9:00 am - 6:30 pm Eastern Time, excluding major U.S. holidays. We appreciate your patience and understanding, and we sincerely apologize for any inconvenience or concern this incident may cause you.

Sincerely,

Thomas Murphy
President, LLT

(Enclosure)

KROLL

TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services from Kroll:

Triple Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data at any of the three national credit bureaus—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

$1 Million Identity Fraud Loss Reimbursement

Reimburses you for out-of-pocket expenses totaling up to $1 million in covered legal costs and expenses for any one stolen identity event. All coverage is subject to the conditions and exclusions in the policy.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.
To receive credit 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.

Additional Important Information

For residents of *Iowa*: You are advised to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of *Oregon*: You are advised to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

For residents of *New Mexico*: You are advised to review personal account statements and credit reports, as applicable, to detect errors resulting from the security incident. You have rights pursuant to the federal Fair Credit Reporting Act. Please visit https://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf or see the contact information for the Federal Trade Commission listed below.

For residents of District of Columbia, Illinois, Maryland, New York, North Carolina, and Rhode Island:

You can obtain information from the District of Columbia, Maryland, North Carolina, New York, and Rhode Island Offices of the Attorney General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

DC Attorney General	**Maryland Office of Attorney General**	**New York Attorney General**	**North Carolina Attorney General**	**Rhode Island Office of Attorney General**
441 4th Street NW	200 St. Paul Place	120 Broadway	9001 Mail Service Ctr	150 South Main Street
Washington, D.C. 20001	Baltimore, MD 21202	3rd Floor	Raleigh, NC 27699	Providence RI 02903
1-202-727-3400	1-888-743-0023	New York, NY 10271	1-877-566-7226	1-401-274-4400
www.oag.dc.gov	www.oag.state.md.us	800-771-7755	www.ncdoj.com	www.riag.ri.gov
		www.ag.ny.gov		

Federal Trade Commission, Consumer Response Center
600 Pennsylvania Ave, NW Washington, DC 20580
1-877-IDTHEFT (438-4338) www.identitytheft.gov

***Massachusetts and Rhode Island residents*:** You have the right to obtain a police report if you are a victim of identity theft.

For residents of all states:

It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing payment card account statements and monitoring your credit reports for unauthorized activity. You may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your free credit report, please visit www.annualcreditreport.com, or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at https://www.consumer.ftc.gov/articles/0155-free-credit-reports) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

Fraud Alerts: You can place fraud alerts with the three credit bureaus by phone and online with Equifax (https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf), Experian (https://www.experian.com/fraud/center.html), or Transunion (https://www.transunion.com/fraud-victim-resource/place-fraud-alert). A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. Initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for all three credit bureaus are at the bottom of this page.

Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

Security Freeze: You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency by certified mail, overnight mail, regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze for yourself or your spouse or a minor under 16: (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; (5) Proof of current address, such as current utility or telephone bill, bank or insurance statement; (6) legible photocopy of government-issued identification card (state driver's license or ID card, military identification, etc.); and (7) if you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. It is free to place, lift, or remove a security freeze.

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348-5788
https://www.equifax.com/personal/credit-report-services/
800-525-6285

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013-9544
https://www.experian.com/help/
888-397-3742

TransUnion Security Freeze
P.O. Box 2000
Chester, PA 19014-0200
https://www.transunion.com/credit-help
800-680-7289