MAERSK LINE, LIMITED

July 20, 2023

RECEIVED

JUL 25 2023

CONSUMER PROTECTION

USPS Mail
Office of the Attorney General
Consumer Protection Bureau
33 Capitol St.
Concord, NH 03301

Dear Sir or Madam:

On behalf of Maersk Line, Limited (MLL), this letter provides you with notice of a cybersecurity incident involving four New Hampshire residents. By way of background, MLL is an international shipping and logistics company based in Norfolk, Virginia.

MLL was recently notified that KVH Industries experienced a compromise of passwords associated with their corporate/vessel data transfer process. KVH Industries is a service utilized for email communications and shore/vessel data transfer process (Payroll and Ship Manager). This compromise was initially reported June 1, 2023; however, the initial compromise began on May 24, 2023.

There is limited exposure of data since the attack was specific to the data transfer process and no specific involvement of data hosted within KVH Industries or MLL vessel network environments. However, the exposed data involved

. Investigations continue and KVH Industries support is working closely with MLL IT support to ensure the vector of compromise has been mitigated.

MLL's initial response was in the form of an electronic communication to the persons directly affected dated June 5th, 2023, with a follow up letter sent on July 14th via USPS. A draft of the notification letter is enclosed. This communication explained what happened, what personal information was included in the breach and what steps MLL has put in place to ensure the breach was contained. Also, MLL is in the process of purchasing an identity theft monitoring service for each affected person. To insure this does not happen again, MLL is currently conducting an internal audit and is considering hiring a 3rd party to conduct an information system audit. This step will ensure an examination of the management controls within our information technology infrastructure and business applications.

MLL takes the protection of personal information seriously and is committed to answering any questions that you may have. Please do not hesitate to contact me at (757) 852-2206.

MAERSK
LINE, LIMITED

Kind regards,

Kristen Barton
Senior Legal Coordinator

MAERSK
LINE, LIMITED

[Name]
[Address]
[City, State Zip]

Re: KVH Industries – Data Compromise (Cloud Service Provider for MLL Vessels)

Dear [Name]:

Maersk Line, Limited (MLL) values and respects the privacy of your information, which is why, as a precautionary measure, we are writing to let you know about a data security incident that involves your personal information.

WHAT HAPPENED?

MLL was recently notified by KVH Industries, Inc. (KVH Industries) that it experienced a compromise of passwords associated with their data transfer process that occurs between a vessel and its related corporate entity. KVH Industries is a third-party vendor that MLL uses for email communications and the vessel data transfer process for information relating to payroll and Ship Manager. KVH Industries made MLL aware of this compromise on June 1, 2023. During the course of our investigation, we determined that 8 MLL vessels serviced by KVH Industries, including the vessel on which you are stationed, were compromised between May 24, 2023, and June 1, 2023.

WHAT INFORMATION WAS INVOLVED?

The data that may have been accessed as a result of the compromise of the KVH Industries data transfer process included the following personal information:

WHAT WE ARE DOING

Once MLL received notification from KVH Industries, MLL promptly notified law enforcement and commenced an investigation into the incident. MLL is conducting a thorough, ongoing review of the potentially impacted systems. In addition, MLL is implementing additional security measures for its vendors that are designed to prevent a recurrence of such an incident and to protect the privacy of MLL's mariners and employees. MLL continues to work closely with KVH Industries and law enforcement to ensure the incident is properly addressed.

WHAT YOU CAN DO

Please review the attachment to this letter (Steps You Can Take to Further Protect Your Information) for further information on steps you can take to protect your information, and how to receive free identity protection services for one year.

FOR MORE INFORMATION

MLL is continuing to take steps to enhance its security measures and to ensure that its vendors also do the same to help prevent incidents such as this from happening. We are fully committed to protecting your personal information. For further information and assistance, please contact Wendy Isaacs at between 8:00 am and 5:00 pm EST.

Best regards,

VP Labor & MSS
EHanley@mllnet.com

Steps You Can Take to Further Protect Your Information

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity

As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, including your state attorney general and the Federal Trade Commission (FTC).

To file a complaint with the FTC, go to IdentityTheft.gov or call 1-877-ID-THEFT (877-438-4338). Complaints filed with the FTC will be added to the FTC's Identity Theft Data Clearinghouse, which is a database made available to law enforcement agencies.

Obtain and Monitor Your Credit Report

We recommend that you obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting www.annualcreditreport.com, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can access the request form at https://www.annualcreditreport.com/requestReport/requestForm.action. Or you can elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries is provided below:

Equifax
(866) 349-5191
www.equifax.com
P.O. Box 740241
Atlanta, GA 30374

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

TransUnion
(800) 888-4213
www.transunion.com
2 Baldwin Place
P.O. Box 1000
Chester, PA 19016

Consider Placing a Fraud Alert on Your Credit Report

You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at www.annualcreditreport.com.

Identity Theft Protection Services

As a reminder, please refer to the email communication we sent you on June 5, 2023, where MLL will reimburse the cost of one year of Identity Theft Protection, up to $200. An expense report should be submitted for reimbursement, along with your paid receipt to our Crewing department attention Dedra Fulford at dfulford@mllnet.com.

Take Advantage of Additional Free Resources on Identity Theft

We recommend that you review the tips provided by the Federal Trade Commission's Consumer Information website, a valuable resource with some helpful tips on how to protect your information. Additional information is available at https://consumer.ftc.gov/identity-theft-and-online-security.

For more information, please visit IdentityTheft.gov or call 1-877-ID-THEFT (877-438-4338). A copy of Identity Theft – A Recovery Plan, a comprehensive guide from the FTC to help you guard against and deal with identity theft, can be found on the FTC's website at https://www.bulkorder.ftc.gov/system/files/publications/501a_idt_a_recovery_plan_508.pdf.

Maryland residents may also wish to review information provided by the Maryland Attorney General on how to avoid identity theft at https://www.marylandattorneygeneral.gov/Pages/IdentityTheft/default.aspx, or by sending an email to idtheft@oag.state.md.us, or calling 410-576-6491.

Rhode Island residents may request additional information by contacting the Rhode Island, Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, (401)274-4400.

North Carolina residents may obtain information about steps you can take to prevent identity theft from the North Carolina Attorney General at https://ncdoj.gov/protecting-consumers/protecting-your-identity/protect-yourself-from-id-theft/ or at:
North Carolina Attorney General's Office
Consumer Protection Division
9001 Mail Service Center
Raleigh, NC 27699-9001
877-566-7226 (Toll-free within North Carolina)
919-716-6000

Security Freeze

In some US states, you have the right to put a security freeze on your credit file. A security freeze (also known as a credit freeze) makes it harder for someone to open a new account in your name. It is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to apply for a new credit card, wireless phone, or any service that requires a credit check. You must separately place a security freeze on your credit file with each credit reporting agency. To place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement, or insurance statement. There is no charge to request a security freeze or to remove a security freeze.

Additional Information

Massachusetts and Rhode Island residents have the right to obtain any police report filed in regard to this incident. If you are a victim of identity theft, you also have the right to file a police report and obtain a copy of it.