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January 30, 2023

**VIA ELECTRONIC MAIL**

Attorney General John M. Formella  
Office of the Attorney General  
New Hampshire Department of Justice  
Consumer Protection Bureau  
33 Capitol Street  
Concord, NH 03301  
[DOJ-CPB@doj.nh.gov](mailto:DOJ-CPB@doj.nh.gov)

RE: Security Incident Notification

Dear Attorney General Formella:

I am writing to inform you about a security incident affecting **one (1)** New Hampshire resident.

Our firm represents Maple Leaf Foods, Inc. ("Maple Leaf Foods"), which experienced a security incident, and we are hereby formally notifying you of this event pursuant to N.H. Rev. Stat. Ann. § 359-C:20(I)(b). By providing this notice, Maple Leaf Foods does not waive any rights or defenses regarding the applicability of New Hampshire law, the applicability of the New Hampshire notification security breach statute, or all/any other applicable laws (including those pertaining to personal jurisdiction).

On November 5, 2022, Maple Leaf Foods experienced a security incident, involving unauthorized access to portions of its IT systems. Immediately after detecting this, it took steps to shut down the unauthorized access, restore systems safely and methodically to minimize disruption to its stakeholders, and further enhance security controls across the entire network.

Maple Leaf Foods immediately engaged leading cybersecurity firms to assist in the investigation, including to help identify any information that may have been compromised. Through this process, it was confirmed that data in the core systems, including SAP and Office 365 environments, was not accessed. The investigation then continued with the status of certain working files and file servers to identify information that may have been compromised. As noted above, the core systems where employee information is stored were not accessed nor copied during this cybersecurity event; however they believe (and advised us on November 9) that some employment information stored outside these systems may have been accessed.

A notice to the one New Hampshire resident was sent out on November 22, 2022.

A copy of this letter's template is included as an attachment below, and it includes an offer of free credit monitoring for two years.

If you have any questions regarding this matter, please do not hesitate to contact me at

Very truly yours,

K. Dort  
Partner



November 22, 2022

To Maple Leaf Foods Inc. and Greenleaf Foods, SPC Team Members

**Re: Notice of Cybersecurity Incident and Possible Data Breach**

As you may be aware, Maple Leaf Foods Inc., parent company of Greenleaf Foods, SPC, recently experienced a cybersecurity incident, which resulted in a widespread systems outage. I am writing to update you on our investigation into the matter and the steps we are taking to determine if personal information about our people have been affected. While we are not aware of any misuse of information at this time, we take the privacy and security of your personal information very seriously and want to make sure you are informed.

Please read this notice carefully, as it provides up-to-date information on what happened, what we are doing, and important information on what you can do, including how to obtain free credit monitoring and identity theft protection.

***What happened?***

As we've previously shared, on November 5<sup>th</sup> Maple Leaf Foods detected a cybersecurity matter involving unauthorized access to portions of our IT systems. Immediately after detecting this, we took steps to shut down the unauthorized access, restore systems safely and methodically to minimize disruption to our stakeholders, and further enhance security controls across the entire network.

We also immediately engaged leading cybersecurity firms to assist us in our investigation, including to help identify any information that may have been compromised. Through this process, we have confirmed that data in our core systems, including our SAP and Office 365 environments, was not accessed. We are now focusing our investigation on the status of certain working files and file servers. It will take time for us to work through this part of the investigation and so we are taking proactive steps to safeguard our people by offering you credit monitoring services.

***What information was involved?***

The investigation into this incident is on-going, and our expert teams are working diligently to identify information that may have been compromised. As noted above, our core systems where employee information is stored were not accessed or copied during this cybersecurity event. However, we believe that some employment information stored outside these systems may have been accessed and/or copied. Information related to your employment, including your name, address, date of birth, email address, passwords, government identification numbers (such as social insurance number, social security number, drivers' license number, passport information etc.), credit card information and compensation-related information, are among the kinds of information that may have been accessed.

***What is Maple Leaf Foods doing to address this situation?***

As a precautionary measure to protect you, we are offering 24 months of complimentary credit monitoring, identity theft protection insurance and restoration services, through one of the largest and trusted service providers in this field, TransUnion. For more information, including instructions on how to activate your account, please see the additional information provided in this letter and in the attached document from TransUnion. If you encounter any difficulties activating the account, please let us know.

Maple Leaf Foods has invested heavily in its security infrastructure, but despite these efforts, cyberattacks are increasingly common. We are reviewing our security practices, including physical and technical controls, to determine what additional steps we can take to limit these types of incidents in the future. We will continue to take additional security measures to protect the integrity of the information we manage, including augmenting our

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Greenleaf Foods, SPC, 180 West Park Avenue Elmhurst, IL, USA 60126 Tel: (413) 774-9000  
Greenleaf Foods, SPC, 2200 Cabot Dr, Lisle, IL 60532, United States Tel: 1 708-566-6120*

security program, reinforcing our security practices, actively reviewing its systems to enhance and fortifying security monitoring and controls. We have also reported this incident to applicable regulators. Further, as part of our ongoing security operations, we regularly review our security and privacy policies and procedures and implement changes when needed to enhance our information security and privacy programs and controls.

***What can you do to protect yourself?***

It is important that all of us take steps to protect against potential fraud and identity theft risks. We strongly encourage you to take advantage of the additional credit monitoring and identity theft insurance services we are offering. Privacy laws do not allow us to register you for credit monitoring directly. For more information and instructions on how to register, see the attachment from TransUnion.

In addition to enrolling in the credit monitoring program, identity theft protection insurance and restoration services being offered to you at no charge, we encourage you to take the following precautions:

- Remain vigilant against threats of identity theft or fraud, and to regularly review and monitor your account statements and credit history for any signs of unauthorized transactions or activity.
- Promptly change your passwords.
- Be on alert for “phishing” emails by someone who acts like they know you or are a company that you may do business with and requests sensitive information over email, such as passwords, government identification numbers, or bank account information. The best rule of thumb is if you don’t know the sender, don’t open the email.
- If you ever suspect that you are the victim of identity theft or fraud, you should contact your local police.

***For more information and questions, you may have***

We are taking every possible step to protect our people as a result of this incident. If you have any further questions, about the service being offered please feel free to call TransUnion at 1-888-228-4939. And if you have other more general questions, you may contact your one-up manager or your HR partner.

Yours truly,

Michael H. McCain  
Chief Executive Officer  
Maple Leaf Foods Inc.



## PREVENTING IDENTITY THEFT AND FRAUD

We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious activity. Immediately report any suspicious activity to your bank or credit union. If you do find suspicious activity on your credit reports or other statements, call your local police or sheriff's office or state Attorney General and file a report of identity theft. You have a right to a copy of the police report, and you may need to give copies of the police report to creditors to clear up your records and also to access some services that are free to identity theft victims.

Under the U.S. Fair Credit Reporting Act and other laws, you have certain rights that can help protect yourself from identity theft. Many of these are explained in this document and at [www.identitytheft.gov/Know-Your-Rights](http://www.identitytheft.gov/Know-Your-Rights). For example, you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit <http://www.annualcreditreport.com> or call toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

At no charge, you can have these credit bureaus place a short-term or an extended "fraud alert" on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact any one of the agencies listed below.

General contact information for each agency:

Equifax	Experian	TransUnion
P.O. Box 105069	P.O. Box 9554	P.O. Box 2000
Atlanta, GA 30348-5069	Allen, TX 75013	Chester, PA 19016-2000
(866) 349-5191	888-397-3742	800-680-7289
<a href="http://www.equifax.com">www.equifax.com</a>	<a href="http://www.experian.com">www.experian.com</a>	<a href="http://www.transunion.com">www.transunion.com</a>

To add a fraud alert:

Equifax (888) 202-4025, Option 6 or <https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/>

Experian (714) 830-7000, Option 1 or <https://www.experian.com/fraud/center.html>

TransUnion (800) 916-8800 or <https://www.transunion.com/fraud-alerts>

You may also place a security freeze on your credit reports, free of charge. A security freeze, also known as a "credit freeze," prohibits a credit bureau from releasing any information from a consumer's credit report without the consumer's written authorization. However, please be advised that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing, or other services. But unlike a fraud alert, you must separately place a security freeze on your credit file at **each** bureau. You can use the following addresses and contact information to place a security freeze with each major credit bureau:

**Equifax Security Freeze.** 1-800-685-1111. P.O. Box 1057881, Atlanta, GA 30348-0241.  
[www.equifax.com/personal/credit-report-services/credit-freeze/](http://www.equifax.com/personal/credit-report-services/credit-freeze/);



**Experian Security Freeze.** 1-888-EXPERIAN or 1-888-397-3742. P.O. Box 9554, Allen, TX 75013.  
[www.experian.com/freeze/center.html](http://www.experian.com/freeze/center.html); or

**TransUnion.** 1-800-680-7289. Fraud Victim Assistance Division, P.O. Box 2000, Chester, PA 19022-2000.  
[www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze)

The Federal Trade Commission also provides additional information about credit freezes here:  
<https://www.consumer.ftc.gov/articles/0497-credit-freeze-faqs>.

In order to request a security freeze, you may need to supply your full name (including middle initial, as well as Jr., Sr., II, III, etc.), date of birth, Social Security number, all addresses for up to five previous years, email address, a copy of your state identification card or driver's license, and a copy of a utility bill, bank or insurance statement, or other statement to show proof of your current address. If you are a victim of identity theft, include a copy of the police report, investigative report, or complaint to a law enforcement agency concerning your identity theft.

The credit reporting agencies must place a security freeze on your credit report within one (1) business day after receiving a request by phone or secure electronic means, and within (3) business days after receiving your request by mail. The credit bureaus must then send written confirmation to you within five (5) business days of placing the security freeze, along with information about how to remove or lift the security freeze in the future.

You can further educate yourself regarding identity theft, fraud alerts, freezes, and the steps you can take to protect yourself by contacting the Federal Trade Commission or your state Attorney General. The Federal Trade Commission encourages those who discover their information has been misused to file a complaint with them. Instances of known or suspected identity theft should be reported to law enforcement or your state Attorney General as well.

The Federal Trade Commission can be reached at:

Federal Trade Commission  
Consumer Resource Center  
600 Pennsylvania Avenue NW  
Washington, DC 20580  
1-877-ID-THEFT (1-877-438-4338)  
TTY: 1-866-653-4261  
[www.identitytheft.gov](http://www.identitytheft.gov) or [www.ftc.gov](http://www.ftc.gov)

#### **OTHER IMPORTANT INFORMATION**

You may also file a report with your local police or the police in the community where the identity theft took place. You are entitled to request a copy of any police report you file in this matter.

#### **For North Carolina residents:**

You may obtain information about avoiding identity theft at: North Carolina Attorney General's Office 9001 Mail Service Center Raleigh, NC 27699-9001, 919-716-6400 [www.ncdoj.gov](http://www.ncdoj.gov).

**For Colorado and Vermont residents:** You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit bureaus directly to obtain such additional report(s).