



LEWIS BRISBOIS BISGAARD & SMITH LLP

April 28, 2022

Via EMAIL

Attorney General John Formella
Office of the Attorney General
Consumer Protection Bureau
33 Capitol Street
Concord, NH 03301
DOJ-CPB@doj.nh.gov

Re: Notice of Data Security Incident

Dear Attorney General Formella,

Lewis Brisbois Bisgaard & Smith LLP (“Lewis Brisbois”) represents Smith Transport, Inc. (“Smith Transport”) in connection with a recent data security incident described in greater detail below.

1. Nature of the security incident.

On February 12, 2022, Smith Transport discovered that it had experienced an incident disrupting access to certain of its systems. In response, Smith Transport took immediate steps to secure its environment and promptly launched an investigation. In so doing, Smith Transport engaged independent digital forensics and incident response experts to determine what happened and to identify any information that may have been accessed or acquired without authorization as a result. On April 12, 2022, Smith Transport learned that personal information belonging to certain individuals associated with Smith Transport may have been impacted in connection with the incident. Smith Transport then took steps to identify current mailing addresses in order to effectuate notification to potentially impacted individuals.

The information that may have been accessible by the malicious actor(s) responsible for this incident includes: name, date of birth, Social Security number, and driver’s license number or other state identification number.

2. Number of New Hampshire residents affected.

Smith Transport notified 36 New Hampshire residents of this incident via first class U.S. mail on April 27, 2022. A sample copy of the notification letter is included with this correspondence.

3. Steps taken relating to the Incident.

As soon as Smith Transport discovered this incident, Smith Transport took steps to secure its systems and launched an investigation to determine what happened and whether personal information had been accessed or acquired without authorization. Smith Transport has also implemented additional safeguards to help ensure the security of its systems and to reduce the risk of a similar incident occurring in the future.

Smith Transport has established a toll-free call center through IDX, a leader in risk mitigation and response, to answer any questions about the incident and address related concerns. The call center is available at 1-800-939-4170 from 8:00 A.M. to 8:00 P.M. Central Time, Monday through Friday (excluding holidays). In addition, while Smith Transport is not aware of the misuse of any information as a result of this incident, out of an abundance of caution, Smith Transport is also providing complimentary identity protection services to notified individuals.

4. Contact information.

Smith Transport remains dedicated to protecting the personal information in its control. If you have any questions or need additional information, please do not hesitate to contact Lewis Brisbois.

Best regards,

Laura K. Funk of
LEWIS BRISBOIS BISGAARD & SMITH LLP

Enclosure: Sample Notification Letter



P.O. Box 989728
West Sacramento, CA 95798-9728

To Enroll, Please Call:

1-833-940-2478

Or Visit:

<https://app.idx.us/account-creation/protect>
Enrollment Code: <<ENROLLMENT>>

<<FIRST NAME>> <<LAST NAME>>
<<ADDRESS1>>
<<ADDRESS2>>
<<CITY>>, <<STATE>> <<ZIP>>

April 27, 2022

Notice of Data <<Variable Text 1: Breach or Security Incident>>

Dear <<FIRST NAME>> <<LAST NAME>>,

I am writing to inform you of a recent data security incident experienced by Smith Transport, Inc. (“Smith Transport”) that may have affected your personal information. Smith Transport takes the privacy and security of all personal information within its possession very seriously. Please read this letter carefully as it contains information regarding the incident and steps that you can take to help protect your personal information.

What Happened? On February 12, 2022, Smith Transport discovered that it had experienced a network disruption as the result of a data security incident. In response, we took immediate steps to secure its systems and promptly launched an investigation. In so doing, Smith Transport engaged independent digital forensics and incident response experts to determine what happened and identify whether there had been unauthorized access to or acquisition of certain information in the environment. Following a thorough investigation, on April 12, 2022, we learned that your personal information may have been impacted in connection with the incident.

What Information Was Involved? The information potentially impacted in connection with this incident included your name, Social Security number, date of birth, and driver’s license or other state identification card number.

What Are We Doing? As soon as Smith Transport discovered this incident, we took the steps described above. In addition, we implemented measures to enhance the security of our digital environment in an effort to minimize the risk of a similar incident occurring in the future. Smith Transport also notified the Federal Bureau of Investigation of this incident and will provide whatever cooperation is necessary to hold the perpetrator(s) accountable.

In addition, Smith Transport is providing you with information about steps that you can take to help protect your personal information and is offering you complimentary identity protection services through IDX – a data breach and recovery services expert. These services include <<12/24>> months of credit and dark web monitoring, a \$1 million identity fraud loss reimbursement policy, and fully managed identity theft recovery services. Please visit <https://app.idx.us/account-creation/protect> to enroll into IDX.

The deadline to enroll in these services is July 27, 2022. With this protection, IDX will help to resolve issues if your identity is compromised.

What You Can Do: Smith Transport encourages you to enroll in the complementary services being offered to you through IDX by using the enrollment code provided above. You can also follow the recommendations on the following page to help protect your personal information.

For More Information: Further information about how to protect your personal information appears on the following page. If you have questions or need assistance, please call IDX at 1-833-940-2478 from 9:00 A.M. to 9:00 P.M. Eastern Time, Monday through Friday (excluding holidays). IDX call center representatives are fully versed on this incident and can answer any questions that you may have.

Smith Transport takes this matter very seriously and deeply regrets any worry or inconvenience that this may cause you.

Sincerely,

A handwritten signature in black ink, appearing to read "Todd Smith", with a long, sweeping horizontal line extending to the right.

Todd Smith
President
Smith Transport, Inc.

STEPS YOU CAN TAKE TO HELP 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, your state attorney general, and/or the Federal Trade Commission (FTC).

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 1-877-322-8228, 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 also can contact one of the following three national credit reporting agencies:

Equifax

P.O. Box 105851
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Experian

P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 1000
Chester, PA 19016
1-800-916-8800
www.transunion.com

Fraud Alert: 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 one year. 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 <http://www.annualcreditreport.com>.

Security Freeze: You have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze 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 obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order 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.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

Federal Trade Commission

600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov, and
www.ftc.gov/idtheft
1-877-438-4338

Maryland Attorney General

200 St. Paul Place
Baltimore, MD 21202
oag.state.md.us
1-888-743-0023

New York Attorney General

Bureau of Internet and Technology
Resources
28 Liberty Street
New York, NY 10005
1-212-416-8433

North Carolina Attorney General

9001 Mail Service Center
Raleigh, NC 27699
ncdoj.gov
1-877-566-7226

Rhode Island Attorney General

150 South Main Street
Providence, RI 02903
<http://www.riag.ri.gov>
1-401-274-4400

Washington D.C. Attorney General

441 4th Street, NW
Washington, DC 20001
oag.dc.gov
1-202-727-3400

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete

inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.