



April 19, 2023

VIA E-MAIL (attorneygeneral@doj.nh.gov)

NH Department of Justice
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Re: Notification of Data Security Incident

To Whom It May Concern:

We represent Alaska Railroad Corporation in connection with a recent incident that involved the personal information of seven (7) New Hampshire residents. Alaska Railroad Corporation is reporting the incident pursuant to N.H. Section 359-C:20. This notice will be supplemented, if necessary, with any new significant facts discovered subsequent to its submission. While Alaska Railroad Corporation is notifying you of this incident, Alaska Railroad Corporation does not waive any rights or defenses relating to the incident, this notice, or the applicability of New Hampshire law on personal jurisdiction.

NATURE OF THE SECURITY BREACH OR UNAUTHORIZED USE OR ACCESS

On December 25, 2022, a third party gained unauthorized access to, and acquired, certain information on Alaska Railroad Corporation's internal network system pertaining to its vendors, current and former employees, and their dependents. On March 18, 2023, Alaska Railroad Corporation learned of the breach and immediately engaged a leading forensic security firm to further investigate, identify, and contain the intrusion. Alaska Railroad Corporation then worked to identify individuals whose information may have been compromised, identify their addresses and provide them with notice of the incident.

NUMBER OF NEW HAMPSHIRE RESIDENTS AFFECTED

Alaska Railroad Corporation mailed notification letters to seven (7) New Hampshire residents on April 17, 2023, via first-class United States mail. The notification letters include an offer for twenty-four (24) months of complimentary credit monitoring and identity theft protection services. Enclosed is a template copy of the notice that was mailed.

STEPS TAKEN RELATING TO THE INCIDENT

Upon learning of the incident, Alaska Railroad Corporation promptly retained a leading forensic security firm to identify and contain the intrusion and has been working with law enforcement and forensic investigators in a thorough review of the potentially affected records. Alaska Railroad Corporation is undertaking efforts to reduce the risk of a similar incident occurring in the future, including implementing new technical safeguards. Finally, as discussed above, Alaska Railroad Corporation is notifying the involved individuals and providing complimentary credit monitoring and identity theft protection services.

CONTACT INFORMATION

Please contact me if you have any questions or if I can provide you with any further information concerning this matter.

Sincerely,

John Pavolotsky

Enclosure

[ATTACH INDIVIDUAL NOTICE LETTER]



Return Mail Processing
PO Box 589
Claysburg, PA 16625-0589

April 17, 2023

J3127-L01-0000001 T00001 P001 *****SCH 5-DIGIT 12345



SAMPLE A SAMPLE - L01 MANY STATES
APT ABC
123 ANY STREET
ANYTOWN, ST 12345-6789



Re: Notice of Data Breach

Dear Sample A. Sample:

We respect 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?

On December 25, 2022, a third party gained unauthorized access, and acquired, certain information on our internal network system pertaining to our vendors, current and former employees, and their dependents.

What Information Was Involved?

The data accessed contained personal information, specifically,

What Are We Doing?

We value your privacy and deeply regret that this incident occurred. We discovered evidence of this incident on March 18, 2023, and thereafter took immediate action to identify and contain this intrusion. Working with law enforcement and forensic investigators, we are conducting a thorough review of the potentially affected records, and will notify you if there are any significant developments. This notice was not delayed as a result of law enforcement investigation. We have implemented additional security measures designed to prevent a recurrence of such an attack, and to protect the privacy of the Alaska Railroad's valued vendors, employees, and their dependents

To help protect your identity, we are offering complimentary access to Experian IdentityWorksSM for 24 months.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration is available to you for 24 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration.

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary 24-month membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you enroll by July 31, 2023 (Your code will not work after this date.)
- Visit the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bcredit>
- Provide your activation code:

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at (866) 579-2213 by July 31, 2023. Be prepared to provide engagement number _____ as proof of eligibility for the Identity Restoration services by Experian.

Additional Details Regarding Your 24-Month Experian IdentityWorks Membership

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

What You Can Do?

The company also is working closely with law enforcement to ensure the incident is properly addressed. 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.

More Information

For further information and assistance, please call our call center number at _____, available Monday through Friday from 6 am to 8 pm PT, or Saturday and Sunday from 8 am to 5 pm PT (excluding major U.S. holidays). Please be prepared to provide _____.

Sincerely,

Bill O'Leary
CEO

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, your state attorney general, and/or the Federal Trade Commission.

To file a complaint with the FTC, go to www.ftc.gov/idtheft 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.

- **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 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 print a copy of the request form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>. 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 (800) 685-1111 www.equifax.com P.O. Box 740241 Atlanta, GA 30374	Experian (888) 397-3742 www.experian.com 475 Anton Blvd. Costa Mesa, CA 92626	TransUnion (800) 916-8800 www.transunion.com P.O. Box 1000 Chester, PA 19022
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- **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 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 using the contact information below:

Equifax (888) 766-0008 www.alerts.equifax.com P.O. Box 740241 Atlanta, GA 30374	Experian (888) 397-3742 www.experian.com/fraud 475 Anton Blvd. Costa Mesa, CA 92626	TransUnion (800) 680-7289 www.transunion.com P.O. Box 2000 Chester, PA 19022-2000
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Additional information is available at <http://www.annualcreditreport.com>.

- **Attorney General Contact Information**

For District of Columbia residents: You may contact the Office of the Attorney General for the District of Columbia, 400 6th Street NW, Washington, D.C. 20001, <https://oag.dc.gov/>, (202) 727-3400.

For Maryland residents: You may contact the Office of the Maryland Attorney General, 200 St. Paul Place, Baltimore, MD 21202, <http://www.marylandattomeygeneral.gov/>, 1-888-743-0023.

For North Carolina residents: You may contact the North Carolina Office of the Attorney General, 114 West Edenton Street, Raleigh, NC 27603, <http://www.nccjoj.gov/>, 1-877-566-7226.

- **Security Freeze**

You have the right to put a security freeze on your credit file at no charge to you. 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. To place a security freeze, you must contact each of the three credit bureaus listed above and provide the following information: (1) your full name; (2) SSN; (3) date of birth; (4) the addresses where you have lived over the past 2 years; (5) proof of current address, such as utility bill or telephone bill; (6) a copy of a government issued identification card; and (7) if you are the victim of identity theft, include the police report, investigative report, or complaint to a law enforcement agency. If the request to place a security freeze is made by toll-free telephone or secure electronic means, the credit bureaus have one business day after receiving your request. The credit bureaus must send confirmation to you within five business days and provide you with information concerning the process by which you may remove or lift the security freeze. There is no fee to place or lift a security freeze.

- **Obtain or File a Police Report**

You have the right to obtain any police report filed in regard to this incident. If you are the victim of fraud or identity theft, you also have the right to file a police report.

- **Additional Free Resources on Identity Theft**

You may wish to review the tips provided by the Federal Trade Commission on how to avoid identity theft. For more information, please visit <http://www.ftc.gov/idtheft> or call 1-877-ID-THEFT (877-438-4338). A copy of Taking Charge: What to Do if Your Identity is Stolen, 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 <http://www.ftc.gov/bcp/edu/pubs/consumer/idtheft/idt04.shtm>.

