

NORTON ROSE FULBRIGHT

Norton Rose Fulbright US LLP
799 9th Street NW, Suite 1000
Washington, DC 20001-4501
United States of America

NH DEPT OF JUSTICE
JUN 26 12:28 PM '23

June 23, 2023

Via Certified Mail

Office of the New Hampshire Attorney General
Consumer Protection Bureau
33 Capitol Street
Concord, NH 03301

Tel +1 202 662 0200
Fax +1 202 662 4643

Re: Legal Notice of Information Security Incident

Dear Sir or Madam:

I am writing on behalf of my client, American Airlines, Inc. ("American"), to inform you of a cybersecurity incident involving a third-party vendor that managed American's pilot and cadet hiring and recruitment portal ("Vendor"). This incident was limited to the Vendor's network and at no point impacted the integrity of American's network.

On May 3, 2023, the Vendor notified American that it had detected a cyber security incident (the "Incident"). Upon receiving notification regarding the Incident, American immediately launched an investigation, notified law enforcement, and worked with the Vendor to obtain more information and respond to the Incident. According to the Vendor, an unauthorized actor gained access to the Vendor's cloud environment on or around April 30, 2023 and temporarily obtained files uploaded by American pilot and cadet candidates. Once American received copies of the data involved, American conducted a robust review of the data and determined that the files contained certain personal information including American pilot and cadet applicants' personal information such as

Today, American will begin notifying 23 New Hampshire residents by First Class mail on June 23, 2023 and will be offering of complimentary credit monitoring and fraud protection services. A copy of the notice letter is attached. American is also providing a telephone number for the individuals to call with any questions regarding the Incident.

Moving forward, pilot and cadet candidates will be directed to an internal portal managed by American.

If you have any questions or need further information regarding this Incident, please do not hesitate to contact me.

Respectfully submitted,

Chris Cwalina

Enclosure

Norton Rose Fulbright US LLP is a limited liability partnership registered under the laws of Texas.

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American Airlines 

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



June 23, 2023

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SAMPLE A SAMPLE - LV01 SSN
APT ABC
123 ANY STREET
ANYTOWN, ST 12345-6789



RE: Notice of Security Incident

Dear Sample A. Sample:

We wanted to make you aware of a cybersecurity incident that affected a third-party vendor, known as pilotcredentials.com, that managed the American Airlines pilot and cadet recruitment portal. This letter is to provide you with details of what happened, the measures we have taken in response, and details on proactive steps you may consider to help protect your information.

What Happened? On May 3, 2023, American learned that our third-party vendor experienced a security incident involving some files within its systems. American immediately launched an investigation and worked with our third-party vendor to obtain more information and respond to the incident. The incident was solely limited to the third-party vendor's systems and no American networks or systems were affected or compromised. According to the third-party vendor, an unauthorized actor accessed the third-party vendor's systems on or around April 30, 2023 and obtained certain files provided by some pilot and cadet applicants during our hiring process. American conducted a robust review of the files involved to identify individuals whose personal information may have been involved.

What Information Was Involved? Our investigation determined that the data involved contained some of your personal information, such as

What We Are Doing. While we have no evidence to suggest that your information was targeted or misused for purposes of fraud or identity theft, we wanted to provide you with information about the incident and protective measures you can take. Moving forward, pilot and cadet applicants will be directed to an internal portal managed by American. We have also notified law enforcement and are cooperating with their investigation.

As an additional precaution, we are offering you a complimentary membership of Experian's® IdentityWorksSM Credit 3B. This product helps detect possible misuse of your personal information and provides you with identity protection support focused on immediate identification and resolution of identity theft. IdentityWorksSM Credit 3B is completely free to you and enrolling in this program will not hurt your credit score.

What You Can Do. For more information on IdentityWorksSM, including instructions on how to activate your complimentary membership, as well as information on additional steps you can take in response to this incident, please see the pages that follow this letter.

For More Information. American takes the security of personal information seriously, and we apologize for any concern this incident may cause. If you have any further questions regarding this incident, please call 682- Monday through Friday between 9:00 a.m. to 5:00 p.m. ET, excluding major U.S. holidays.

Sincerely,

Russell Hubbard
Chief Privacy Officer
Vice President and Deputy General Counsel

**ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN IDENTITYWORKS
MEMBERSHIP**

To help protect your identity, we are offering a complimentary two-year membership of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at _____ by _____. Be prepared to provide engagement number _____ as proof of eligibility for the identity restoration services by Experian.

Additional details regarding your _____ 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.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **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.

If you believe there was fraudulent use of your information 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 (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).

ADDITIONAL INFORMATION GUIDE

Equifax	Experian	TransUnion
Phone: 1-800-685-1111 P.O. Box 740256 Atlanta, Georgia 30348 equifax.com	Phone: 1-888-397-3742 P.O. Box 9554 Allen, Texas 75013 experian.com	Phone: 1-888-909-8872 P.O. Box 105281 Atlanta, GA 30348-5281 transunion.com

Free Credit Report. We remind you to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit annualcreditreport.com or call toll free at 877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's (FTC) website at consumer.ftc.gov) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, 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 reporting agencies directly to obtain such additional report(s).

Security Freeze. Security freezes, also known as credit freezes, restrict access to your credit file, making it harder for identity thieves to open new accounts in your name. You can freeze and unfreeze your credit file for free. You also can get a free freeze for your children who are under 16. And if you are someone's guardian, conservator or have a valid power of attorney, you can get a free freeze for that person, too.

How will these freezes work? Contact all three of the nationwide credit reporting agencies Equifax, Experian, and TransUnion. If you request a freeze online or by phone, the agency must place the freeze within one business day. If you request a lift of the freeze, the agency must lift it within one hour. If you make your request by mail, the agency must place or lift the freeze within three business days after it gets your request. You also can lift the freeze temporarily without a fee.

Don't confuse freezes with locks. They work in a similar way, but locks may have monthly fees. If you want a free freeze guaranteed by federal law, then opt for a freeze, not a lock.

The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (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; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible and display your name, current mailing address and date of issue.

For New Mexico residents: You may obtain a security freeze on your credit report to protect your privacy and ensure that credit is not granted in your name without your knowledge. You may submit a declaration of removal to remove information placed in your credit report as a result of being a victim of identity theft. You have a right to place a security freeze on your credit report or submit a declaration of removal pursuant to the Fair Credit Reporting and Identity Security Act.

For Colorado and Illinois residents: You may obtain information from the credit reporting agencies and the FTC about security freezes.

Fraud Alerts. A fraud alert tells businesses that check your credit that they should check with you before opening a new account. As of Sept. 18, 2018, when you place a fraud alert, it will last one year, instead of 90 days. Fraud alerts will still be free and identity theft victims can still get an extended fraud alert for seven years.

For Colorado and Illinois residents: You may obtain additional information from the credit reporting agencies and the FTC about fraud alerts.

FTC and State Attorneys General Offices. You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself by contacting the consumer reporting agencies, the FTC, or your state Attorney General. The FTC can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; identitytheft.gov;

877-ID-THEFT (877-438-4338); TTY: 866-653-4261. The FTC also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above.

For Connecticut Residents: You may contact and obtain information from your state attorney general at: Connecticut Attorney General's Office, 55 Elm Street, Hartford, CT 06106, 860-808- 5318, ct.gov/ag

For District of Columbia Residents: You may contact the Office of the Attorney General for the District of Columbia, 441 4th Street NW, Suite 1100 South, Washington, D.C. 20001, oag.dc.gov, 202-442-9828

For Maryland Residents: You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, oag.state.md.us, 888-743-0023

For New York Residents: You may contact the New York Department of State Division of Consumer Protection, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001, 518-474-8583 / 800-697-1220, dos.ny.gov/consumerprotection; and New York State Office of the Attorney General, The Capitol, Albany, NY 12224-0341, 800-771-7755, ag.ny.gov

For North Carolina residents: You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, ncdoj.gov, 877-566-7226

For Rhode Island Residents: You may contact the Rhode Island Office of the Attorney General, 150 South Main Street, Providence, RI 02903, riag.ri.gov, 401-274-4400

Obtaining a police report. You have the right to obtain any police report filed in the United States 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.

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

For Massachusetts residents: You have the right to obtain a police report if you are a victim of identity theft. You also have a right to file a police report and obtain a copy of it.

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

For Rhode Island residents: You have the right to file or obtain a police report regarding this incident.