Carolina Eastern, Inc.

RECEIVED
JUL 30 2021
CONSUMER PROTECTION

July 26, 2021

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

To Whom It May Concern:

In accordance with N.H. Rev. Stat. Ann. § 359-C:20, I am writing on behalf of Carolina Eastern to notify you regarding the nature and circumstances of a recent data security incident.

Carolina Eastern recently learned, during the last week of April 2021, that Carolina Eastern was the victim of a cyber attack involving ransomware. A sophisticated group of cyber criminals, known as the Darkside group, is claiming responsibility for the attack. Carolina Eastern is just one of more than 1,000 businesses to suffer a ransomware attack in the past year.

Based on Carolina Eastern's investigation, we believe that the cyber criminals accessed and acquired sensitive personal information relating to employees and applicants stored on a very limited number of Carolina Eastern systems. As described in detail in the attached notification letters to affected individuals, the information acquired by the cyber criminals varied for different categories of individuals, and may have included names, dates of birth, addresses, social security numbers, health insurance account numbers, or other types of sensitive personal information.

We discovered the attack on or about May 11, and promptly took steps to secure our systems and begin investigating the nature and scope of the incident. We have engaged leading outside security experts to assist with our investigation and are implementing various cyber security enhancements. We are working closely with the FBI, and supporting their criminal investigations to bring the attackers to justice. Carolina Eastern has arranged to provide potentially affected individuals with one year of identity/credit monitoring and identity restoration services through Experian at no cost to them.

Collectively, there are approximately 7 New Hampshire resident affected by this issue. We discovered New Hampshirites were impacted on July 9, 2021. We provided notice to these individuals on a rolling basis as we determined they were impacted. Attached for your reference is a copy of the notice we plan to send out to impacted individuals on July 27, 2021.

Please do not hesitate to contact me if you have any questions.

Very truly yours,

Tom Hallex

Tom Hallex

P.O. Box 30008
Charleston, SC 29417
Telephone: (843) 571-0411

Enclosures

Carolina Eastern, Inc.

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

May 27, 2021

G4940-L01-0000001 T00001 P001 *****AUTO**MIXED AADC 159
SAMPLE A. SAMPLE - L01
APT ABC
123 ANY ST
ANYTOWN, ST 12345-6789

Dear Sample A. Sample:

As you may know, Carolina Eastern, Inc. ("Carolina Eastern") was a victim of a sophisticated cybersecurity incident known as a ransomware attack. We are writing to notify you that some of your personal information may have been affected by this incident.

Ransomware is a form of malware that is used by hackers to prevent users from accessing files, and in some cases, extract and hold data hostage with a threat to publish it until a ransom is paid. In this case, a sophisticated group of cyber criminals, known as the DarkSide group, is claiming responsibility for the attack. While Carolina Eastern was aware it experienced some computer operations interruptions on April 23, 2021, it was not until May 11, 2021 that it understood it had been a victim of DarkSide.

While we are not certain whether employees were impacted by this incident we are notifying you out of an abundance of caution and providing you with one year free credit monitoring at no-cost to you.

What We Are Doing

After learning of the incident, we quickly took action to contain the threat, secure our systems, and restore affected devices. We are continuing to investigate the incident and have retained leading outside security experts to determine the nature and scope of the incident. We also reported this incident to the FBI Cyber Crimes Division and are working with federal law enforcement regarding this incident. We are making improvements to our security systems and operations to increase security across Carolina Eastern.

What Information Was Involved

Based on our investigation, we believe that the cyber criminals may have accessed and acquired certain employment-related records stored on the affected Carolina Eastern systems, such as social security number, date of birth, and address. While we are not certain what information may have been impacted by this event, we are notifying you out of an abundance of caution that your information may have been obtained by the threat actors.

What You Can Do

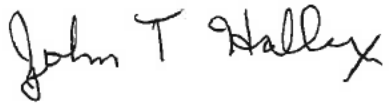
We are alerting you about this issue so you can take steps to help protect your identity and credit information. You are entitled to one free credit report annually from each of the three nationwide consumer reporting agencies. To order your free credit report, visit www.annualcreditreport.com or call toll-free at 1-877-322-8228. We encourage you to remain vigilant by reviewing your account statements and monitoring your free credit reports.

In addition, we have arranged to offer credit monitoring and identity restoration services from Experian at no cost to you. The enclosed Reference Guide provides more information about the services and how to register for them, requesting credit reports, and additional recommendations on the protection of personal information.

For More Information

We deeply regret that this incident occurred and are committed to supporting you. If you have any questions regarding this issue, please call (866) 703-9557 toll-free Monday through Friday from 6 a.m. to 8 p.m. PST and Saturday/Sunday from 8 a.m. to 5 p.m. PST (excluding major U.S. holidays).

Sincerely,



Tom Hallex, Chief Financial Officer

Carolina Eastern, Inc.

Reference Guide

We encourage affected individuals to take the following steps:

Register for Credit Monitoring and Identity Restoration Services. To help protect your identity, we are offering complimentary access to Experian IdentityWorks[SM] for 12 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 12 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 12 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** August 31, 2021 (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: www.experianidworks.com/credit
- Provide your **activation code**: [redacted]

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) 703-9557by August 31, 2021. Be prepared to provide engagement number B013528 as proof of eligibility for the Identity Restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12 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.

Monitor Your Accounts

We recommend that you regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below.

Equifax®	**Experian**	**TransUnion®**
P.O. Box 740241	P.O. Box 9701	P.O. Box 1000
Atlanta, GA 30374-0241	Allen, TX 75013-9701	Chester, PA 19016-1000
1-800-685-1111	1-888-397-3742	1-800-888-4213
www.equifax.com	www.experian.com	www.transunion.com

When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you did not initiate or do not recognize. Look for information, such as home address and Social Security number that is not accurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

* 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.

Credit Freeze

You have the right to put a security freeze, also known as a credit freeze, on your credit file, so that no new credit can be opened in your name without the use of a Personal Identification Number (PIN) that is issued to you when you initiate a freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to access your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. Should you wish to place a credit freeze, please contact all three major consumer reporting agencies listed below.

Equifax	**Experian**	**TransUnion**
P.O. Box 105788	P.O. Box 9554	P.O. Box 2000
Atlanta, GA 30348-5788	Allen, TX 75013-9554	Chester, PA 19016-2000
1-800-685-1111	1-888-397-3742	1-888-909-8872
www.equifax.com/personal/ credit-report-services	www.experian.com/ freeze/center.html	www.transunion.com/ credit-freeze

You must separately place a credit freeze on your credit file at each credit reporting agency. The following information should be included when requesting a credit freeze:

1) Full name, with middle initial and any suffixes;
2) Social Security number;
3) Date of birth (month, day, and year);
4) Current address and previous addresses for the past five (5) years;
5) Proof of current address, such as a current utility bill or telephone bill;
6) Other personal information as required by the applicable credit reporting agency;

If you request a credit freeze online or by phone, then the credit reporting agencies have one (1) business day after receiving your request to place a credit freeze on your credit file report. If you request a lift of the credit freeze online or by phone, then the credit reporting agency must lift the freeze within one (1) hour. If you request a credit freeze or lift of a credit freeze by mail, then the credit agency must place or lift the credit freeze no later than three (3) business days after getting your request.

Fraud Alerts

You also have the right to place an initial or extended fraud alert on your file at no cost. An initial fraud alert lasts 1-year and is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting 7 years. Should you wish to place a fraud alert, please contact any one of the agencies listed below. The agency you contact will then contact the other two credit agencies.

Equifax	**Experian**	**TransUnion**
P.O. Box 105788	P.O. Box 9554	P.O. Box 2000
Atlanta, GA 30348-5788	Allen, TX 75013-9554	Chester, PA 19016-2000
1-888-766-0008	1-888-397-3742	1-800-680-7289
www.equifax.com/personal/ credit-report-services	www.experian.com/ fraud/center.html	www.transunion.com/fraud-victim-resource/place-fraud-alert

Monitor Your Personal Health Information

If applicable to your situation, we recommend that you regularly review the explanation of benefits statement that you receive from your insurer. If you see any service that you believe you did not receive, please contact your insurer at the number on the statement. If you do not receive the regular explanation of benefits statements, contact your provider and request them to send such statements following the provision of services in your name or number.

You may want to order copies of your credit reports and check for any medical bills that you do not recognize. If you find anything suspicious, call the credit reporting agency at the phone number on the report. Keep a copy of this notice for your records in case of future problems with your medical records. You may also want to request a copy of your medical records from your provider, to serve as a baseline. If you are a California resident, we suggest that you visit the website of the California Office of Privacy Protection at www.privacy.ca.gov to find more information about your medical privacy.

Additional Information

You can further educate yourself regarding identity theft and the steps you can take to protect yourself, by contacting your state Attorney General or the Federal Trade Commission. Instances of known or suspected identity theft should be reported to law enforcement, your Attorney General, and the FTC.

The Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-ID-THEFT (1-877-438-4338)
TTY: 1-866-653-4261
www.ftc.gov/idtheft

North Carolina Attorney General's Office
9001 Mail Service Center
Raleigh, NC 27699
(919) 716-6000
www.ncdoj.gov/contact-doj/

Carolina Eastern, Inc.

Return Mail Processing
P.O. Box 30008
Charleston, SC 29417

July 27, 2021

G6360-L04-0000002 T00001 P001 ********SCH 5-DIGIT 32808
SAMPLE A. SAMPLE - L04 (12-MONTH)
APT ABC
123 ANY ST
ANYTOWN, ST 12345-6789

Dear Sample A. Sample:

As you may know, Carolina Eastern, Inc. ("Carolina Eastern") was a victim of a sophisticated cybersecurity incident known as a ransomware attack. We are writing to notify you that some of your personal information may have been affected by this incident.

Ransomware is a form of malware that is used by hackers to prevent users from accessing files, and in some cases, extract and hold data hostage with a threat to publish it until a ransom is paid. In this case, a sophisticated group of cyber criminals, known as the DarkSide group, is claiming responsibility for the attack. While Carolina Eastern was aware it experienced some computer operations interruptions on April 23, 2021, it was not until May 11, 2021 that it understood it had been a victim of DarkSide.

Carolina Eastern has worked diligently combing through our systems to determine the extent of this incident and now we are notifying you out of an abundance of caution that your information may have been impacted and are providing you with one year free credit monitoring at no-cost to you.

What We Are Doing

After learning of the incident, we quickly took action to contain the threat, secure our systems, and restore affected devices. We are continuing to investigate the incident and have retained leading outside security experts to determine the nature and scope of the incident. We also reported this incident to the FBI Cyber Crimes Division and are working with federal law enforcement regarding this incident. We are making improvements to our security systems and operations to increase security across Carolina Eastern.

What Information Was Involved

Based on our investigation, we believe that the cyber criminals may have accessed and acquired certain employment-related records stored on the affected Carolina Eastern systems, such as social security number, driver's license, date of birth, and address. While we are not certain what information may have been impacted by this event, we are notifying you out of an abundance of caution that your information may have been obtained by the threat actors.

What You Can Do

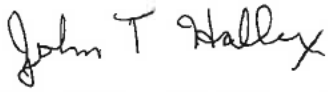
We are alerting you about this issue so you can take steps to help protect your identity and credit information. You are entitled to one free credit report annually from each of the three nationwide consumer reporting agencies. To order your free credit report, visit www.annualcreditreport.com or call toll-free at 1-877-322-8228. We encourage you to remain vigilant by reviewing your account statements and monitoring your free credit reports.

In addition, we have arranged to offer credit monitoring and identity restoration services from Experian at no cost to you. The enclosed Reference Guide provides more information about the services and how to register for them, requesting credit reports, and additional recommendations on the protection of personal information.

For More Information

We deeply regret that this incident occurred and are committed to supporting you. If you have any questions regarding this issue, please call (866) 703-9557 toll-free Monday through Friday from 8 am – 10 pm Central, or Saturday and Sunday from 10 am – 7 pm Central (excluding major U.S. holidays). Be prepared to provide your engagement number: [redacted]

Sincerely,



Tom Hallex, Chief Financial Officer
Carolina Eastern, Inc.

Reference Guide

We encourage affected individuals to take the following steps:

Register for Credit Monitoring and Identity Restoration Services. To help protect your identity, we are offering complimentary access to Experian IdentityWorks℠ for 12 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 12 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 12 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 October 31, 2021** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: **https://www.experianidworks.com/credit**
- Provide your **activation code**: **ABCDEFGHI**

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) 703-9557** by **October 31, 2021**. Be prepared to provide engagement number **B016493** as proof of eligibility for the Identity Restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12 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.

Monitor Your Accounts

We recommend that you regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below.

Equifax®	**Experian**	**TransUnion®**
P.O. Box 740241	P.O. Box 9701	P.O. Box 1000
Atlanta, GA 30374-0241	Allen, TX 75013-9701	Chester, PA 19016-1000
1-800-685-1111	1-888-397-3742	1-800-888-4213
www.equifax.com	www.experian.com	www.transunion.com

When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you did not initiate or do not recognize. Look for information, such as home address and Social Security number that is not accurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

Credit Freeze

You have the right to put a security freeze, also known as a credit freeze, on your credit file, so that no new credit can be opened in your name without the use of a Personal Identification Number (PIN) that is issued to you when you initiate a freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to access your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. Should you wish to place a credit freeze, please contact all three major consumer reporting agencies listed below.

Equifax	**Experian**	**TransUnion**
P.O. Box 105788	P.O. Box 9554	P.O. Box 2000
Atlanta, GA 30348-5788	Allen, TX 75013-9554	Chester, PA 19016-2000
1-800-685-1111	1-888-397-3742	1-888-909-8872
www.equifax.com/personal/ credit-report-services	www.experian.com/ freeze/center.html	www.transunion.com/ credit-freeze

You must separately place a credit freeze on your credit file at each credit reporting agency. The following information should be included when requesting a credit freeze:

1) Full name, with middle initial and any suffixes;
2) Social Security number;
3) Date of birth (month, day, and year);
4) Current address and previous addresses for the past five (5) years;
5) Proof of current address, such as a current utility bill or telephone bill;
6) Other personal information as required by the applicable credit reporting agency;

If you request a credit freeze online or by phone, then the credit reporting agencies have one (1) business day after receiving your request to place a credit freeze on your credit file report. If you request a lift of the credit freeze online or by phone, then the credit reporting agency must lift the freeze within one (1) hour. If you request a credit freeze or lift of a credit freeze by mail, then the credit agency must place or lift the credit freeze no later than three (3) business days after getting your request.

Fraud Alerts

You also have the right to place an initial or extended fraud alert on your file at no cost. An initial fraud alert lasts 1-year and is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting 7 years. Should you wish to place a fraud alert, please contact any one of the agencies listed below. The agency you contact will then contact the other two credit agencies.

Equifax	**Experian**	**TransUnion**
P.O. Box 105788	P.O. Box 9554	P.O. Box 2000
Atlanta, GA 30348-5788	Allen, TX 75013-9554	Chester, PA 19016-2000
1-888-766-0008	1-888-397-3742	1-800-680-7289
www.equifax.com/personal/ credit-report-services	www.experian.com/ fraud/center.html	www.transunion.com/fraud-victim-resource/place-fraud-alert

Monitor Your Personal Health Information

If applicable to your situation, we recommend that you regularly review the explanation of benefits statement that you receive from your insurer. If you see any service that you believe you did not receive, please contact your insurer at the number on the statement. If you do not receive the regular explanation of benefits statements, contact your provider and request them to send such statements following the provision of services in your name or number.

You may want to order copies of your credit reports and check for any medical bills that you do not recognize. If you find anything suspicious, call the credit reporting agency at the phone number on the report. Keep a copy of this notice for your records in case of future problems with your medical records. You may also want to request a copy of your medical records from your provider, to serve as a baseline. If you are a California resident, we suggest that you visit the website of the California Office of Privacy Protection at www.privacy.ca.gov to find more information about your medical privacy.

Additional Information

You can further educate yourself regarding identity theft and the steps you can take to protect yourself, by contacting your state Attorney General or the Federal Trade Commission. Instances of known or suspected identity theft should be reported to law enforcement, your Attorney General, and the FTC.

The Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-ID-THEFT (1-877-438-4338)
TTY: 1-866-653-4261
www.ftc.gov/idtheft

North Carolina Attorney General's Office
9001 Mail Service Center
Raleigh, NC 27699
(919) 716-6000
www.ncdoj.gov/contact-doj/