



December 6, 2022

Via E-Mail

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

To Whom It May Concern:

I write on behalf of Crane Worldwide Logistics (the "Company") to provide notice of a security incident potentially affecting 4 New Hampshire residents.

On September 27, 2022, the Company inadvertently sent an email to one former employee that included an attachment containing the personal information of New Hampshire residents, who were current or former employees of the Company. The email was intended to be sent internally. The former employee who received the information forwarded it to his personal attorney. The Company learned of the error later that day, and immediately began an investigation into the incident. The Company also contacted the former employee and his attorney and directed them to delete both the email and the attachment and advised them against disclosing the information. The Company has no reason to believe the former employee has done anything inappropriate with the information.

Please note that we have received no information indicating that the personal information of the New Hampshire residents has been misused in any way. Out of an abundance of caution, we sent the attached notification to all potentially affected New Hampshire residents on December 2, 2022, along with an offer of identity theft protection services at no cost to them.

If you have any questions concerning this matter, please do not hesitate to contact our counsel Mr. Kwabena Appenteng at 312-795-3269 or kappenteng@littler.com

Very truly yours,

Giles Kibbe
Senior Vice President & General Counsel
Crane Worldwide Logistics



Return mail will be processed by: IBC
PO Box 847 • Holbrook, NY 11741

[NAME]
[ADDRESS]
[CITY], [STATE] [ZIP]

[DATE]

Dear [NAME]:

The Crane Companies (the "Company") is committed to protecting your personal information. Unfortunately, we are writing to inform you of a recent information security incident, and to share with you the steps that we are taking to address it. We want to make clear at the outset that we have no reason to believe that your personal information has been misused as a result of this incident. We are notifying you as a precautionary step and because we deem it important to be transparent with you about any incident involving your personal information.

On September 27, 2022, the Company inadvertently sent an email to one former employee that included an attachment containing your personal information. The email was intended to be sent internally. The former employee who received the information forwarded it to his personal attorney. The Company learned of the error later that day, and immediately began an investigation into the incident. The Company also contacted the former employee and his attorney, and directed them to delete both the email and the attachment and advised them against disclosing the information. The Company has no reason to believe the former employee has done anything inappropriate with the information.

The attachment to the email included your name and Social Security number. **Again, please note that we have no information indicating that your personal information has been misused in any way.** We also want to emphasize that the attachment in question did not contain any of your other sensitive information, such as health information, credit or debit card information, or other financial account information.

Out of an abundance of caution, the Company is offering you one year of identity protection services, at no cost to you, through Experian, one of the three nationwide credit bureaus. Your one-year membership in Experian's IdentityWorksSM product provides identity restoration services, fraud detection tools, and other benefits, which include monitoring your credit file at Experian.

Starting today, you can call Experian's identity restoration agents to assist you to investigate and resolve any incidents of fraud. You may take advantage of this benefit, at any time, until January 31, 2024 by calling Experian at 1-877-890-9332. No enrollment or activation is necessary. The terms and conditions for identity restoration are located at: www.ExperianIDWorks.com/restoration.

While identity restoration is immediately available to you, we also encourage you to activate the fraud detection tools available through IdentityWorksSM. This product provides you with identity detection, credit monitoring, and resolution of identity theft.

If you wish to enroll in IdentityWorksSM, you will need to do the following:

1. **Visit** the IdentityWorksSM web site: <https://www.experianidworks.com/credit> or call 1-877-890-9332 to enroll and provide Engagement Number **[NUMBER]**.
2. **PROVIDE** your Activation Code: **[ACTIVATION CODE]**.

Enrollment Deadline: January 31, 2023 (your Activation Code will not work after this date).

If you have any questions concerning IdentityWorksSM, or if you prefer to enroll over the phone for delivery of your membership via US mail, please call Experian at 1-877-890-9332. Be prepared to provide Engagement Number **[NUMBER]** as proof of eligibility for the identity protection product by Experian.

In addition to the offer of IdentityWorksSM, we have included with this letter additional information on steps you can take to protect the security of your personal information. We urge you to review this information carefully.

Please be assured that the Company takes seriously both the security of your personal information and this incident, and we have taken appropriate steps to prevent a recurrence.

The Company regrets this incident and any inconvenience it may cause you. Should you have any questions or concerns regarding this incident, please do not hesitate to contact our call center at (866) 896-9882 between 9 A.M. and 7 P.M (EST), Monday through Friday.

Sincerely,

Jared Crane
President

Steps To Protect The Security Of Your Personal Information

By taking the following steps, you can help reduce the risk that your personal information may be misused.

1. Enroll in IdentityWorksSM. You must personally activate identity monitoring for it to be effective. The notice letter contains instructions and information on how to activate your IdentityWorksSM membership. Experian's IdentityWorksSM product will provide the following:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only¹.
- **Credit Monitoring:** Actively monitors your credit files at Experian for indicators of fraud.
- **Identity Restoration:** Identity restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorksSM ExtendCARE:** You will receive the same high level of identity restoration support even after your IdentityWorksSM membership expires.
- **\$1 Million Identity Theft Insurance²:** Provides coverage for certain costs and unauthorized electronic fund transfers.

Please direct questions about the IdentityWorksSM product to Experian. A credit card is not required for enrollment in IdentityWorksSM. Enrollment in IdentityWorksSM will not affect your credit score. The Terms and Conditions for this offer are located at: www.ExperianIDWorks.com/restoration.

2. Review your credit reports. You can receive free credit reports by placing a fraud alert. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three national credit bureaus. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report from one of the three credit bureaus every four months.

3. Review your account statements. You should carefully review for suspicious activity the statements that you receive from credit card companies, banks, utilities, and other services.

4. Remain vigilant and respond to suspicious activity. If you receive an e-mail or mail alert from Experian, contact an IdentityWorksSM identity resolution agent toll-free at 1-877-890-9332 or visit www.ExperianIDWorks.com/restoration for additional information. You should consider changing your username, passwords, security questions, and security answers to your online accounts. If you notice suspicious activity on an account statement, report it to your credit card company or service provider and consider closing the account. You should also consider reporting such activity to the Company, your local police department, your state's attorney general, and the Federal Trade Commission.

5. You have the right to place a "security freeze" on your credit report. A security freeze will prohibit a consumer reporting agency from releasing information in your credit file without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. Please understand that placing a security freeze on your credit file may delay, interfere with, or prevent the timely approval of any subsequent request or application you make for a new loan, mortgage, or any other account involving the extension of credit.

¹Offline members will be eligible to call for additional reports quarterly after enrolling.

²The 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.

A security freeze does not apply to a person or entity, or its affiliates, or collection agencies acting on behalf of the person or entity, with which you have an existing account that requests information in your credit report for the purposes of reviewing or collecting the account. Reviewing the account includes activities related to account maintenance, monitoring, credit line increases, and account upgrades and enhancements.

To place a security freeze on your credit file, contact the three nationwide credit bureaus, listed below. You will need to provide appropriate proof of your identity to the credit bureau, which will include your name, address, date of birth, Social Security number, and other personal information. After receiving your freeze request, each credit bureau will provide you with a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze. There is no charge to place a credit freeze.

The contact information for all three credit bureaus is as follows:

Equifax
P.O. Box 105788
Atlanta, GA 30348
1-888-298-0045
www.equifax.com

Experian
P.O. Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion
P.O. Box 160
Woodlyn, PA 19094
1-888-909-8872
www.transunion.com

6. Consider placing a fraud alert with one of the three nationwide credit bureaus. You can place an initial fraud alert by contacting one of the three nationwide credit bureaus listed above. A fraud alert can make it more difficult for someone to get credit in your name because it tells creditors to follow certain procedures to protect you. It also may delay your ability to obtain credit. You may place a fraud alert in your file by calling just one of the three nationwide credit bureaus listed above. As soon as that bureau processes your fraud alert, it will notify the other two, which then also must place fraud alerts in your file.

An initial fraud alert stays in your file for at least one year. To place this alert, a credit bureau will require you to provide appropriate proof of your identity, which may include your Social Security number. If you are the victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years.

An initial fraud alert entitles you to a copy of all the information in your file at each of the three nationwide credit bureaus listed above. These additional disclosures may help you detect signs of fraud, for example, whether fraudulent accounts have been opened in your name or whether someone has reported a change in your address.

7. Additional Information. You may obtain information about fraud alerts and security freezes and additional information about steps you can take to avoid identity theft from the following: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580; <http://www.ftc.gov/idtheft/>; (877) IDTHEFT (438-4338).