

December 2, 2020

VIA ELECTRONIC MAIL (ATTORNEYGENERAL@DOJ.NH.GOV)

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

Re: **Incident Notification**

To Whom It May Concern:

We write on behalf of our client, Matson Navigation Company (“Matson”), an ocean shipping services company, at 555 12th Street, Oakland, CA 94607, to notify you of a recent security incident that may have affected the personal information of approximately one hundred and seventy-five (175) New Hampshire residents.

On or about Wednesday, October 14, 2020, Matson learned that its network had experienced a cyber-attack where the attacker accessed parts of Matson’s network. Matson’s IT team worked quickly to cut off the attacker’s access. We do not know with certainty whether any internal information was exposed or stolen in the course of the breach of our network, but we are proceeding as if it was. We have no indication at this time that any information has been used or sold.

The types of information potentially exposed include first and last names, birth dates, contact information, Social Security Numbers, and potentially health insurance benefit information.

Matson mailed written notification to all impacted individuals, including to the approximately one hundred and seventy-five (175) New Hampshire residents, in two waves, on October 30, 2020 and November 24, 2020, as Matson learned more during the course of its investigation. Please find enclosed a sample of the notification letter, which was sent to residents. Matson has also retained a third-party specialist in identity theft protection to provide all impacted individuals with one (1) year of identity protection services, including credit monitoring, free of charge.

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If you have any questions or require additional information about the aforementioned data security incident, please do not hesitate to contact me at asouthwell@gibsondunn.com or directly by telephone at (212) 351-3981.

Sincerely,



Alexander H. Southwell

Enclosure



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

November 24, 2020

F9886-L05-0000005 T00017 P003 *****ALL FOR AADC 123



SAMPLE A SAMPLE L05
APT B
123 ANY ST
ANYTOWN, US 12345-6789



RE: NOTICE OF DATA BREACH

Please read this entire letter.

Dear Sample A Sample:

We are contacting you regarding a data security incident at Matson Navigation Company that Matson learned of on October 14, 2020. This incident may have involved your personal information, including personal information that may have included your name, birth date, Social Security Number, and other identifying information. As a result, your personal information may have been exposed to others. Please be assured that we are taking all appropriate steps necessary to address the incident.

What happened?

On Wednesday, October 14, 2020, Matson learned that its network had experienced a cyber-attack in which the attacker accessed parts of our network. Our IT team worked quickly to cut off the attacker's access. We do not know with certainty whether any internal information was exposed or stolen in the course of the breach of our network, but we are proceeding as if it was. We have no indication at this time that any of our information has been used or sold.

What information was involved?

Among the information on the servers that were likely accessed is personal information, which would likely include your name, birth date, contact information, and Social Security Number. The information maintained in the accessed servers was collected in the normal course of business by Matson's Human Resources department and benefits groups, because you have worked with or for Matson.

What are we doing?

As soon as Matson learned that its network experienced a cyber-attack, it hired leading forensics, cyber-recovery first responder, credit reporting, and legal teams to assist in our incident response.

We believe we cut off the attacker's access quickly, have been successful in safely restoring our systems, and are ensuring that those systems are "clean." We are still working hard at our recovery of some systems and files, and in the meantime, operations have continued normally. We continue to book freight, and our vessels continue to sail as scheduled. We have also reported the incident to law enforcement and are cooperating with their investigation.

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F9886-L05

We take protection of your personal information extremely seriously, and want to ensure that you have information that may assist you in continuing to protect your personal information.

What are we doing to protect your information?

To help protect your identity, we are offering you a company-paid one-year membership of Experian's® IdentityWorksSM, unless a different time period is required by law. This product provides you with identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: January 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 or would like an alternative to enrolling online in Experian IdentityWorks, please contact Experian's customer care team at **877-890-9332** by **January 31, 2021**. Be prepared to provide engagement number **B005835** 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.¹
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration agents 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.
- **Up to \$1 Million Identity Theft Insurance²:** Provides coverage for certain costs and unauthorized electronic fund transfers.

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 at 877-890-9332. 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 (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).

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

² 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.

Please note that this Identity Restoration support is available to you for one year 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. You will also find self-help tips and information about identity protection at this site.

What else you can do.

We recommend that you continue to review your accounts and free credit reports for suspicious activity, consistent with best practices.

Other Important Information.

You may contact one of the three major credit bureaus listed below and request that a fraud alert be placed on your credit report or request a copy of your credit report:

Equifax	Experian	TransUnionCorp
P.O. Box 105873	P.O. Box 2002	P.O. Box 1000
Atlanta, GA 30348	Allen, TX 75013-2002	Chester, PA 19022
800-525-6285	888-397-3742	800-680-7289
www.equifax.com	www.experian.com	www.transunion.com

In addition, you may contact the Federal Trade Commission (“FTC”) or law enforcement to report incidents of identity theft or obtain information about fraud alerts, security freezes, and preventing identity theft:

Federal Trade Commission Consumer Response Center
600 Pennsylvania Avenue, NW Washington, DC 20580
(877) IDTHEFT (438-4338)
<http://www.ftc.gov/idtheft/>

* * *

We regret any inconvenience this may cause you. Should you have questions or concerns regarding this matter, please do not hesitate to contact us. If you have worked with or for Matson, please contact Rebecca Hardberger at 510-628-4528.

Sincerely,



Jason Taylor
VP of Human Resources



ADDITIONAL DETAILS FOR RESIDENTS OF DISTRICT OF COLUMBIA, MARYLAND, NORTH CAROLINA, OREGON, AND RHODE ISLAND:

For those of you who reside in the District of Columbia, Maryland, North Carolina, Oregon, or Rhode Island, you may report incidents of identity theft to, or obtain information about fraud alerts, security freezes, and preventing identity theft from your respective state attorney general:

- **Office of the District of Columbia Attorney General**
Office of Consumer Protection
400 6th Street, NW
Washington, DC 20001
Tel: 202-442-9828
Email: consumer.protection@dc.gov
- **Office of the Maryland Attorney General Identity Theft Unit**
200 St. Paul Place, 25th Floor
Baltimore, MD 21202
Tel: 410-576-6491
Email: idtheft@oag.state.md.us
- **Office of the North Carolina Attorney General**
Consumer Protection Division
114 West Edenton Street
Raleigh, NC 27603
Tel: 1-877-5-NO-SCAM or 919-716-6000
- **Office of the Oregon Attorney General**
Office of Consumer Protection
Tel: 1-877-877-9392
Email: help@oregonconsumer.gov
- **Office of the Rhode Island Attorney General**
Consumer Protection Unit
150 South Main Street
Providence, RI 02903
Tel: 401-274-4400
Email: consumers@riag.ri.gov

ADDITIONAL DETAILS FOR MASSACHUSETTS RESIDENTS:

For Massachusetts residents, please find below additional information on how to request a free credit freeze on your credit report with the three (3) major credit reporting agencies (Equifax, Experian, and TransUnionCorp). When requesting a credit freeze, you should be prepared to provide some or all of the following information, depending on whether you request the freeze online, by phone, or by mail:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.)
2. Social Security number
3. Date of birth
4. Addresses where you have lived over the prior five years
5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.)
7. Social Security card, pay stub, or W2
8. If you are a victim of identity theft, a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

You may also request a credit freeze for a minor child or a dependent, even if they do not have a credit report. Information on how to do so is available from the above credit reporting agencies. For additional information, please see the Massachusetts' Attorney General's website at <https://mass.gov/service-details/freeze-your-credit>.