

RECEIVED

AUG 09 2021
John M. Jackson
(214) 953-6109 (Direct Dial)
jjackson@jw.com
CONSUMER PROTECTION

August 3, 2021

VIA U.S. MAIL

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

Re: Notice of Data Event

Dear Sir or Madam:

We represent Morgan Truck Body, LLC (“Morgan”) and are writing to notify your office of an incident that may affect the security of some personal information relating to two (2) New Hampshire residents. The investigation into this matter is ongoing, and this notice will be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, Morgan does not waive any rights or defenses regarding the applicability of New Hampshire law, the applicability of the New Hampshire data event notification statute, or personal jurisdiction.

Nature of the Data Event

On July 16, 2021, staff discovered that certain components of the company’s network had been encrypted by malware. In response, Morgan launched an investigation with the assistance of third-party forensic specialists to determine the nature and scope of the incident. Morgan determined that about 100GB of data had been exfiltrated. On or about July 28, 2021, Morgan determined that the information that could have been subject to unauthorized access includes name, address, and Social Security number of two (2) New Hampshire residents.

Notice to New Hampshire Resident

By no later than August 5, 2021, Morgan will provide written notice of this incident to all affected individuals, which includes two (2) New Hampshire residents. Written notice is being provided in substantially the same form as the letter attached here as *Exhibit A*.

Other Steps Taken and To Be Taken

Upon discovering the event, Morgan moved quickly to investigate and respond

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to the incident, assess the security of Morgan systems, and notify potentially affected individuals. Morgan is also working to implement additional safeguards and training to its employees. Morgan is providing access to credit monitoring services for two (2) years through LifeLock, to individuals whose personal information was potentially affected by this incident, at no cost to these individuals.

Additionally, Morgan is providing impacted individuals with guidance on how to better protect against identity theft and fraud, including advising individuals to report any suspected incidents of identity theft or fraud to their credit card company and/or bank. Morgan is providing individuals with information on how to place a fraud alert and security freeze on one's credit file, information on protecting against tax fraud, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud. Lastly, Morgan notified the three major credit bureaus regarding this incident.

Contact Information

Should you have any questions regarding this notification or other aspects of the data security event, please contact me at 214.953.6109.

Sincerely,

A handwritten signature in blue ink, appearing to read "John M. Jackson", written over a horizontal line.

John M. Jackson

JMJ:yl

Attachment

Exhibit A

[DATE]

[First_Name] [Last_Name]

[Address_Line_1]

[Address_Line_2]

[City], [State] [Zip]

Re: Notice of Data Breach

Dear [First_Name] [Last_Name]:

Notice of Data Breach

I write to let you know that, as discussed more fully below, J.B. Poindexter & Co, Inc. computer network experienced a ransomware attack. There is currently no evidence that any of your information has been misused. Nevertheless, we are providing you with information about the incident along with additional measures you can take to protect yourself against any potential misuse of your personal information.

What Happened?

On July 16, 2021, we learned that cyber criminals had gained unauthorized access into various components of the J.B. Poindexter & Co, Inc. computer network and that certain servers and computers were encrypted. Immediately after we learned about this access and encryption, which was also on July 16, 2021, we took action to remediate this incident, and also to ensure that future access would be prevented. Out of an abundance of caution we are providing you with this letter.

What Information Was Involved?

We believe the cyber criminals may have accessed and/or removed information related to some of our current and former team members, as well as dependent(s) of our team members, if any. This information included contact information, social security number, and date of birth for the impacted team member and any dependent(s).

What We Are Doing

J.B. Poindexter & Co, Inc. values your privacy and deeply regrets that this incident occurred. We conducted a thorough review of the incident, and our IT team worked diligently to restore the integrity of our network. We also reported the incident to law enforcement and we are cooperating with the FBI in connection with its investigation of the cyber criminals.

In addition, we have implemented additional security measures designed to prevent a recurrence of such an attack and to protect the privacy of our valued team members.

To show our commitment to you, we are offering an identity theft monitoring and restoration plan for two years at no cost to all individuals potentially affected by this breach. This plan includes three bureau credit monitoring, identity monitoring, coverage for lawyers and experts up to \$1 million, and many other identity theft protection services. Enclosed you will find detailed instructions on how to accept this offer and receive your LifeLock Defender Preferred plan. Please also note that you can sign up to receive protection for family members implicated by this incident even though such family member(s) have not themselves received a letter. For minors, we have arranged for the LifeLock Junior plan.

What Can You Do?

It is possible you may receive spam email messages and/or other fraudulent communications using your contact information. We want to urge you to be cautious when opening links or attachments from unknown third parties. Be particularly careful if you receive emails asking for your login/password information at various financial institutions and/or from the IRS as such emails are likely fraudulent.

We further 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. Of course, it is always a good idea to change your passwords regularly.

The enclosed information details LifeLock's Defender Preferred and LifeLock Junior plans and the special code needed to enroll so that the cost is borne by J.B. Poindexter & Co, Inc.. Please review this information and how it can protect you from potential identity theft.

For More Information

For more information regarding identity theft, the toll-free numbers and addresses of the major credit reporting agencies, and ways you can help to protect yourself, please see the additional resources set forth on the last page of this letter.

If you have any questions or require assistance, please contact J.B. Poindexter & Co, Inc. toll-free at (866) 918-3919 or by emailing PersonalSecurity@jbpc.com.

Sincerely,

Dear <<FIRST NAME>> <<LAST NAME>>:

<<YOUR COMPANY NAME>> has retained NortonLifeLock to provide Two (2) years of complimentary LifeLock Defender™ identity theft protection.

1. To activate your membership online and get protection at no cost to you:

1. In your web browser, go directly to www.LifeLock.com. Click on the yellow "START MEMBERSHIP" button (*do not attempt registration from a link presented by a search engine*).
2. You will be taken to another page where, below the FOUR protection plan boxes, you may enter the **Promo Code: CCJBPD2107** and click the "APPLY" button.
3. On the next screen, enter your **Member ID: <<MEMBER ID>>** and click the "APPLY" button.
4. Your complimentary offer is presented. Click the red "START YOUR MEMBERSHIP" button.
5. Once enrollment is completed, you will receive a confirmation email (*be sure to follow ALL directions in this email*).

Alternatively, to activate your membership over the phone, please call: **(866) 918-3919**

You will have until Nov 30th 2021 to enroll in this service.

Once you have completed the LifeLock enrollment process, the service will be in effect. Your LifeLock Defender™ membership includes:

- ✓ Primary Identity Alert System†
- ✓ 24/7 Live Member Support
- ✓ Dark Web Monitoring**
- ✓ Norton™ Security Deluxe¹ (90 Day Free Subscription)
- ✓ Stolen Funds Reimbursement up to \$25,000***
- ✓ Personal Expense Compensation up to \$25,000***
- ✓ Coverage for Lawyers and Experts up to \$1 million***
- ✓ U.S.-based Identity Restoration Team

No one can prevent all identity theft or cybercrime. † LifeLock does not monitor all transactions at all businesses.

¹Norton Security Online provides protection against viruses, spyware, malware, and other online threats for up to 5 PCs, Macs, Android devices. Norton account features not supported in this edition of Norton Security Online. As a result, some mobile features for Android are not available such as anti-theft and mobile contacts backup. iOS is not supported.

**These features are not enabled upon enrollment. Member must take action to get their protection.

***Reimbursement and Expense Compensation, each with limits of up to \$25,000 for Defender. And up to \$1 million for coverage for lawyers and experts if needed. Benefits under the Master Policy are issued and covered by United Specialty Insurance Company (State National Insurance Company, Inc. for NY State members). Policy terms, conditions and exclusions at: LifeLock.com/legal.

Information About Identity Theft Protection

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity

It is important that you remain vigilant by reviewing your account statements and credit reports closely. 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: P.O. Box 740241, Atlanta, Georgia 30374-0241, 1 866-349-5191, www.equifax.com
Experian: P.O. Box 9532, Allen, TX 75013, 1-888-397-3742, www.experian.com
TransUnion: P.O. Box 1000, Chester, PA 19022, 1-800-888-4213, www.transunion.com

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 ("FTC").

Place A Fraud Alert On Your Credit Report

You may want to consider placing a fraud alert on your credit file. 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. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by calling the toll-free fraud number of any of the three national credit reporting agencies listed below.

Equifax: 1-800-525-6285, www.equifax.com
Experian: 1-888-397-3742, www.experian.com
TransUnion: 1-800-680-7289, fraud.transunion.com

Place A Security Freeze on Your Credit File

In some US states, you have the right to place a security freeze on your credit file. 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. In addition, you may incur fees to place, lift, and/or remove a credit freeze. Credit freeze laws vary from state to state. The cost of placing, temporarily lifting, and removing a credit freeze also varies by state, generally \$5 to \$20 per action at each credit reporting company. Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company. Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies as specified below to find out more information:

Equifax: 1-888-298-0045, P.O. Box 105788, Atlanta, GA 30348, www.equifax.com
Experian: P.O. Box 9554, Allen, TX 75013, www.experian.com
TransUnion: P.O. Box 2000, Chester, PA, 19022-2000, freeze.transunion.com

Additional Free Resources on Identity Theft

For more information on identity theft, fraud alerts, and security freezes, you may wish to review information provided by the FTC at www.ftc.gov/idtheft, or you can contact the FTC by calling 1-877-ID-THEFT (877-438-4338), or writing to 600 Pennsylvania Avenue, NW, Washington, DC 2058.

For Maryland residents, the Attorney General can be reached at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-888-743-0023; and www.oag.state.md.us.

For North Carolina residents, the Attorney General can be contacted by mail at 9001 Mail Service Center, Raleigh, NC 27699-9001; toll-free at 1-877-566-7226; by phone at 1-919-716-6400; and online at www.ncdoj.gov.

STATE OF NORTH CAROLINA
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