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CONSUMER PROTECTION

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BRENDAR. SHARTON

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June 8, 2021

Consumer Protection Bureau
New Hampshire Attorney General's Office
33 Capitol Street
Concord, NH 03301

Dear Sir/Madam:

We write on behalf of our client Ryder System, Inc. ("Ryder") to notify you that Ryder identified an unauthorized intrusion on certain of its systems by a third party on or about December 17, 2020. Ryder took immediate action to investigate and secure its systems. After conducting a comprehensive review of this incident, Ryder determined that some data files were taken from its systems. Ryder subsequently performed an assessment of these data files and recently determined that some personal information was accessed.

After taking immediate action to investigate and secure its systems, Ryder retained a leading forensic firm to conduct a review of the incident to determine the nature and scope of the unauthorized access. Ryder notified appropriate law enforcement and also implemented additional security measures to help further protect against this type of incident going forward. After conducting a comprehensive analysis of the compromised data to determine the affected individuals, Ryder determined that the incident potentially affected 24 New Hampshire residents. The personal information at issue for New Hampshire residents includes name and social security number.

Ryder is taking action to provide assistance to potentially affected individuals, even though it currently has no evidence of any misuse of or fraudulent activity relating to anyone's personal information as a result of this incident. Ryder has notified affected individuals by mail on or about June 8, 2021 and will provide 24 months of identity theft monitoring services from Experian. Ryder has also provided information about steps that individuals can take to protect themselves, such as regularly monitoring financial statements and credit reports. A template copy of the notification letter Ryder has sent to affected New Hampshire residents is attached to this notice as Appendix A.

Thank you for your attention to this matter.

Sincerely,

DocuSigned by:
Brenda Sharton
FD2E1E1AF51243D...
Brenda R. Sharton

APPENDIX A



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



G5230-L01-0000001 T00001 P001 *****AUTO**MIXED AADC 159
SAMPLE A. SAMPLE - L01
APT ABC
123 ANY ST
ANYTOWN, ST 12345-6789



Notice of Data Breach

Dear Sample A. Sample:

We write to notify you of an incident that occurred that could affect some of your personal information. Please review this letter carefully.

What Happened

Ryder System, Inc. ("Ryder") identified an unauthorized intrusion of certain of our systems by a third party on or about December 17, 2020. We took immediate action to investigate and secure our systems. After conducting a comprehensive review of this incident, we determined that some data files were taken from our systems. We subsequently performed an assessment of these data files and recently determined that some of your personal information was accessed.

What Information Was Involved

The personal information affected included some or all of the following items pertaining to you: your name, address, social security number, date of birth and/or driver's license number. At this time, we are not aware of any misuse of or fraudulent activity relating to anyone's personal information as a result of this incident.

What We Are Doing

We are sending you this notice as a precaution and to encourage you to take steps to monitor your personal information. Ryder undertook a review to determine the nature and scope of the incident. After the review, we implemented additional security measures to help further protect against this type of incident going forward.

Although we are not aware of any misuse of or fraudulent activity relating to anyone's personal information as a result of this incident, as an added precaution we are offering complimentary access to Experian IdentityWorksSM for 24 months, at no cost to you.

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To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by September 30, 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]

Additional details of the Experian IdentityWorksSM service are provided in Attachment A.

What You Can Do

As always, we recommend that you remain vigilant for incidents of fraud and identity theft, including by regularly viewing your account statements and monitoring your free credit reports. For more information on how you can help protect yourself, please review the enclosed *Additional Steps to Help Protect Your Information* provided in Attachment B.

For More Information

We are very sorry for any inconvenience caused by this incident. If you have further questions or concerns, or would like an alternative to enrolling for Experian IdentityWorksSM online, please call (888) 994-0268 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,

Pilar Caballero
Chief Compliance Officer & Chief Privacy Officer

ATTACHMENT A

ADDITIONAL DETAILS REGARDING YOUR 24-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 file 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.

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 24 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.

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 (888) 994-0268 by **September 30, 2021**. Be prepared to provide engagement number [REDACTED] as proof of eligibility for the Identity Restoration services by Experian.

* 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.

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ATTACHMENT B

ADDITIONAL STEPS TO HELP PROTECT YOUR INFORMATION

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®
P.O. Box 740241
Atlanta, GA 30374-0241
1-800-685-1111
www.equifax.com

Experian
P.O. Box 9701
Allen, TX 75013-9701
1-888-397-3742
www.experian.com

TransUnion®
P.O. Box 1000
Chester, PA 19016-1000
1-800-888-4213
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
P.O. Box 105788
Atlanta, GA 30348-5788
1-800-685-1111
www.equifax.com/personal/credit-report-services

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

TransUnion
P.O. Box 2000
Chester, PA 19016-2000
1-888-909-8872
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
P.O. Box 105788
Atlanta, GA 30348-5788
1-888-766-0008
[www.equifax.com/personal/
credit-report-services](http://www.equifax.com/personal/credit-report-services)

Experian
P.O. Box 9554
Allen, TX 75013-9554
1-888-397-3742
[www.experian.com/
fraud/center.html](http://www.experian.com/fraud/center.html)

TransUnion
P.O. Box 2000
Chester, PA 19016-2000
1-800-680-7289
[www.transunion.com/fraud-
victim-resource/place-fraud-alert](http://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

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

Office of the Attorney General of Iowa
1305 E. Walnut Street
Des Moines, Iowa 50319-0106
515-281-5926

For Maryland Residents: You may also obtain information from the Maryland Office of the Attorney General about steps you can take to help prevent identity theft:

Maryland Office of the Attorney General
Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
1-888-743-0023
www.marylandattorneygeneral.gov

For Massachusetts Residents: Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

Under Massachusetts law, you may also place, lift, or remove a security freeze on your credit reports, free of charge. You must place your request for a freeze with each of the three major consumer reporting agencies as detailed above.

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For New York Residents: You may also contact the following state agencies for information regarding security breach response and identity theft prevention and protection information:

New York Attorney General's Office

1-800-771-7755

<https://ag.ny.gov/internet/privacy-and-identity-theft/>

New York Department of State Division of Consumer Protection

1-800-697-1220

<https://www.dos.ny.gov/consumerprotection>

For North Carolina Residents: You may also obtain information about preventing and avoiding identity theft from the North Carolina Attorney General's Office:

North Carolina Attorney General's Office

Consumer Protection Division

9001 Mail Service Center

Raleigh, NC 27699-9001

1-877-5-NO-SCAM

www.ncdoj.gov

For New Mexico Residents: You have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from violators. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

For Oregon Residents: You are advised to report any suspected identity theft to law enforcement, including the Oregon Attorney General.

For Rhode Island Residents: The Rhode Island Attorney General can be reached at:

Rhode Island Attorney General's Office

150 South Main Street,

Providence, Rhode Island 02903,

www.riag.ri.gov,

1-401-247-4400

Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident.