



April 28, 2022

Via EMAIL

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

Re: Notice of Data Security Incident

Dear Attorney General Formella,

Lewis Brisbois Bisgaard & Smith LLP (“Lewis Brisbois”) represents Smith Transport, Inc. (“Smith Transport”) in connection with a recent data security incident described in greater detail below.

1. Nature of the security incident.

On February 12, 2022, Smith Transport discovered that it had experienced an incident disrupting access to certain of its systems. In response, Smith Transport took immediate steps to secure its environment and promptly launched an investigation. In so doing, Smith Transport engaged independent digital forensics and incident response experts to determine what happened and to identify any information that may have been accessed or acquired without authorization as a result. On April 12, 2022, Smith Transport learned that personal information belonging to certain individuals associated with Smith Transport may have been impacted in connection with the incident. Smith Transport then took steps to identify current mailing addresses in order to effectuate notification to potentially impacted individuals.

The information that may have been accessible by the malicious actor(s) responsible for this incident includes: name, date of birth, Social Security number, and driver’s license number or other state identification number.

2. Number of New Hampshire residents affected.

Smith Transport notified 36 New Hampshire residents of this incident via first class U.S. mail on April 27, 2022. A sample copy of the notification letter is included with this correspondence.

3. Steps taken relating to the Incident.

April 28, 2022

Page 2

As soon as Smith Transport discovered this incident, Smith Transport took steps to secure its systems and launched an investigation to determine what happened and whether personal information had been accessed or acquired without authorization. Smith Transport has also implemented additional safeguards to help ensure the security of its systems and to reduce the risk of a similar incident occurring in the future.

Smith Transport has established a toll-free call center through IDX, a leader in risk mitigation and response, to answer any questions about the incident and address related concerns. The call center is available at 1-800-939-4170 from 8:00 A.M. to 8:00 P.M. Central Time, Monday through Friday (excluding holidays). In addition, while Smith Transport is not aware of the misuse of any information as a result of this incident, out of an abundance of caution, Smith Transport is also providing complimentary identity protection services to notified individuals.

4. Contact information.

Smith Transport remains dedicated to protecting the personal information in its control. If you have any questions or need additional information, please do not hesitate to contact Lewis Brisbois.

Best regards,

Laura K. Funk of
LEWIS BRISBOIS BISGAARD & SMITH LLP

Enclosure: Sample Notification Letter