

Kevin M. Scott
Tel 312.456.1040
Fax 312.456.8435
scottkev@gtlaw.com

December 22, 2020

Attorney General Gordon MacDonald
Office of the Attorney General
33 Capitol Street
Concord, NH 03302

attorneygeneral@doj.nh.gov

Dear Attorney General MacDonald:

We are writing to inform you that our client, thyssenkrupp rothe erde USA Inc. (f/k/a Rotek Incorporated) (“Rotek”) is notifying approximately 1 individual who resides in New Hampshire of a data security incident that may have impacted some of their personal information.

On November 4th, 2020, Rotek was the target of a ransomware attack on its computer systems. Rotek immediately responded to the attack and commenced an investigation to determine how the incident occurred and what information, if any was impacted. The information may include one or more of the following: name, address, Social Security number, photo ID, birthdate, bank account information, payroll information, and contact information.

During the forensic analysis, Rotek was able to quickly take steps to prevent further unauthorized access and secured its systems. Additionally, Rotek has taken steps to prevent a reoccurrence by increasing the monitoring of its networks, further improving access controls, and hardening its systems.

Rotek is mailing notifications to all potentially affected individuals on December 22, 2020. An example of the notification is attached.

For potentially impacted employees, former employees, and adult dependents, Rotek is offering identity theft protection services through TransUnion Interactive, a subsidiary of TransUnion®. Services include 24 months of credit monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed ID theft recovery services. For potentially impacted dependents under the age

Greenberg Traurig, LLP | Attorneys at Law

77 West Wacker Drive | Suite 3100 | Chicago, Illinois 60601 | T +1 312.456.8400 | F +1 312.456.8435

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of 18, RoteK is also offering a 24-month subscription to Equifax's Child Identity Monitoring program for minors under the age of 18. Information regarding these services, as well as additional information to assist those individuals, is included in the notification sent to the individuals or their parents.

Please contact me for any additional information.

Sincerely,

Best regards,

A handwritten signature in blue ink, appearing to read "Kevin M. Scott", with a long horizontal flourish extending to the right.

Kevin M. Scott
Shareholder

KMS:



thyssenkrupp

Return Mail Processing Center
P.O. Box 6336
Portland, OR 97228-6336

<<Mail ID>>

<<Name 1>>

<<Name 2>>

<<Address 1>>

<<Address 2>>

<<City>><<State>><<Zip>>

<<Country>>

<<Date>>

Dear <<Name 1>>:

As you may be aware, thyssenkrupp rothe erde USA Inc., f/k/a Rotek, Inc. (“Rotek”) recently was the victim of a data security incident. We do not have evidence that any personally identifiable information from our current or former employees were the target of, or was accessed or acquired in connection with, this incident. However, we are providing you with credit monitoring services, so you can take steps to protect yourself, if you believe it is appropriate. We take the responsibility of protecting your personal information extremely seriously, and we sincerely apologize for any concern this incident may cause.

What Happened?

On November 4th, 2020, we were the target of a ransomware attack on Rotek’s computer systems. We immediately responded to the attack and began investigating. At this time, we do not have any indication that your information was misused. However, because we are committed to transparency, we wanted to make you aware of this incident.

What information was involved?

The information we hold about our current and former employees may include one or more of the following: name, address, social security number, photo ID, birthdate, bank account information, payroll information, and contact information.

What We Are Doing

We take the security of personal information very seriously, and we want to assure you that we’ve already taken steps to prevent a reoccurrence by increasing the monitoring of our networks, further improving access controls, and hardening our systems. As a safeguard, we have arranged for you to enroll, at no cost to you, in an online, three-bureau credit monitoring service (*myTrueIdentity*) for two years provided by TransUnion Interactive, a subsidiary of TransUnion,® one of the three nationwide credit reporting companies. We have also secured, regardless of enrollment, identity restoration services, including \$1M in identity theft insurance, for two years.

How to Enroll: You can sign up online or via U.S. mail delivery

- To enroll in this service, go to the *myTrueIdentity* website at **www.MyTrueIdentity.com** and, in the space referenced as “Enter Activation Code,” enter the 12-letter Activation Code **<<Insert Unique 12-letter Activation Code>>** and follow the three steps to receive your credit monitoring service online within minutes.
- If you do not have access to the Internet and wish to enroll in a similar offline, paper-based, three-bureau credit monitoring service, via U.S. mail delivery, please call the TransUnion Fraud Response Services

toll-free hotline at **1-855-288-5422**. When prompted, enter the six-digit telephone passcode <<**Insert static 6-digit Telephone Pass Code**>> and follow the steps to enroll in the offline credit monitoring service, add an initial fraud alert to your credit file, or to speak to a TransUnion representative if you believe you may be a victim of identity theft.

You can sign up for the online or offline credit monitoring service anytime between now and <<**Enrollment Deadline**>>. Due to privacy laws, we cannot register you directly. Please note that credit monitoring services might not be available for individuals who do not have a credit file with TransUnion or an address in the United States (or its territories) and a valid Social Security number. Enrolling in this service will not affect your credit score.

We also have arranged for access to an identity restoration program for 2 years, at no cost to you, from TransUnion, one of the three nationwide credit reporting companies, that provides assistance in the event your identity is compromised to help you restore your identity.

The identity restoration assistance is available to you through <<**Insert Date**>>, with no enrollment required. If you believe you may be a victim of identity theft, please call the TransUnion Fraud Response Services toll-free hotline at 1-855-288-5422. When prompted, enter the following 6-digit telephone pass code <<**Insert static 6-digit Pass Code**>> to speak to a dedicated TransUnion representative about your identity theft issue.

What You Can Do

In addition, please review the enclosed “Additional Important Information” section included with this letter. This section describes additional steps you can take to help protect yourself, including recommendations by the Federal Trade Commission (FTC), regarding identity theft protection and details on how to place a fraud alert or a security freeze on your credit file, should you choose to do so. You can also contact the FTC for more information.

For More Information

If you have questions regarding enrollment in the credit monitoring service, please call 1-855-288-5422, Monday through Friday from 9:00 a.m. to 7:00 p.m. Eastern Time. Please have your activation code ready.

If you have additional questions or concerns regarding this incident, please call 1-800-499-5408, Monday through Friday from 9:00 a.m. to 9:00 p.m. Eastern Time or feel free to contact Kay Byler, Human Resources Manager, at KByler@tkreusa.com.

Protecting your information is a top priority for us. We appreciate your patience and understanding, and we sincerely apologize for any inconvenience or concern this incident may cause you.

Sincerely,



Mark Girman

Additional Important Information

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

For residents of Oregon: You are advised to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

For residents of New Mexico: You are advised to review personal account statements and credit reports, as applicable, to detect errors resulting from the security incident, and that you have rights pursuant to the federal Fair Credit Reporting Act. Please see the contact information for the Federal Trade Commission listed below.

For residents of Illinois, Maryland, New York, North Carolina, and Rhode Island:

You can obtain information from the Maryland, North Carolina, and Rhode Island Offices of the Attorney General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

| Maryland Office of the Attorney General | Rhode Island Office of the Attorney General | North Carolina Office of the Attorney General | New York Attorney General | Federal Trade Commission |
|---|---|---|---|--|
| Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202 1-888-743-0023 www.oag.state.md.us | Consumer Protection 150 South Main Street Providence RI 02903 1-401-274-4400 www.riag.ri.gov | Consumer Protection Division 9001 Mail Service Center Raleigh, NC 27699 1-877-566-7226 www.ncdoj.com | Consumer Frauds & Protection Bureau 120 Broadway - 3rd Floor New York, NY 10271 www.ag.ny.gov | Consumer Response Center 600 Pennsylvania Ave, NW Washington, DC 20580 1-877-IDTHEFT (438-4338) www.identitytheft.gov |

For residents of Massachusetts and Rhode Island: You have the right to obtain a police report if you are a victim of identity theft.

For residents of all states:

It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing payment card account statements and monitoring your credit reports for unauthorized activity. You may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your free credit report, please visit www.annualcreditreport.com, or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

Fraud Alerts: You can place fraud alerts with the three credit bureaus by phone and online with Equifax (https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf), Experian (<https://www.experian.com/fraud/center.html>), or Transunion (<https://www.transunion.com/fraud-victim-resource/place-fraud-alert>). A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. Initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for all three credit bureaus are at the bottom of this page.

Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

Security Freeze: You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency by certified mail, overnight mail, regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze for yourself or your spouse or a minor under 16: (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; (5) Proof of current address, such as current utility or telephone bill, bank or insurance statement; (6) legible photocopy of government-issued identification card (state driver's license or ID card, military identification, etc.); and (7) if you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. It is free to place, lift, or remove a security freeze.

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348-5788
www.equifax.com
800-525-6285

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013-9544
www.experian.com
888-397-3742

TransUnion Security Freeze
P.O. Box 2000
Chester, PA 19014-0200
www.transunion.com
800-680-7289

ADDITIONAL DETAILS REGARDING YOUR 24-MONTH COMPLIMENTARY CREDIT MONITORING SERVICE:

- Once you are enrolled, you will be able to obtain two years of unlimited access to your TransUnion credit report and credit score.
- The daily three-bureau credit monitoring service will notify you if there are any critical changes to your credit files at TransUnion,[®] Experian,[®] and Equifax,[®] including fraud alerts, new inquiries, new accounts, new public records, late payments, changes of address, and more.
- The service also includes access to an identity restoration program that provides assistance in the event that your identity is compromised and up to \$1,000,000 in identity theft insurance with no deductible. (Policy limitations and exclusions may apply.)