



October 9, 2020

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Sent via E-Mail

NH Department of Justice
Gordon J. MacDonald, Attorney General
33 Capitol Street
Concord, New Hampshire 03301
Email: attorneygeneral@doj.nh.gov

Re: Data Security Incident

Dear Attorney General MacDonald:

We represent TransAction Corporate Shuttles Inc. (“TransAction”), with respect to an incident involving the potential exposure of certain personal information described in detail below.

1. Nature of the possible security breach or unauthorized use or access

On August 1, 2020, TransAction discovered that its systems were impacted by a ransomware on the same day (“Incident”). TransAction immediately started an investigation with an independent forensic firm. Although the investigation recently concluded that no personally identifiable information was accessed or exfiltrated from TransAction’s server, the information contained on one of TransAction’s workstations may have been exposed to the unauthorized third party. This information contained the names and social security numbers of approximately 200 TransAction’s current and former employees. At this time, TransAction has no reason to believe the information has been accessed or misused by any third parties, but out of an abundance of caution, TransAction notified the potentially impacted individuals of this incident on September 28, 2020.

2. Number of New Hampshire residents potentially affected

Eight (8) New Hampshire residents were potentially affected by the Incident. On September 28, 2020, TransAction sent a notification letter the New Hampshire residents whose information was potentially compromised. A sample copy of the notification sent to the potentially impacted individual is included with this letter.

3. Steps that TransAction has taken to remedy the Incident

Upon discovery of the Incident, TransAction immediately changed all computer passwords and email passwords have been changed. Moreover:

- TransAction added Sentinel1 on all workstations – This is an advanced Endpoint Protection Program;
- 24/7 Monitoring of our IT infrastructure & dark web monitoring for employee’s personal information;
- All user permissions were reviewed and changes were made;

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- Updated formal WISP policy;
- Employees have had cyber security training; and
- Added a security consultant for further IT infrastructure review.

Furthermore, TransAction has arranged for its employees to enroll in Equifax Credit Watch Gold, provided by Equifax (one of the three nationwide credit reporting companies), which provides Credit Monitoring, Identity Theft Protection services and Dark Web Monitoring Services at no cost for two years. Moreover, TransAction provided a telephone number for the impacted residents to call in case of further information and assistance, along with information as to how freeze their credit and obtain free credit monitoring reports.

4. Other notification and contact information

If you have any additional questions, please contact me at robert.walker@wilsonelser.com or (601) 499-8083.

Very truly yours,

Wilson Elser Moskowitz Edelman & Dicker LLP

Robert F. Walker

Robert F. Walker

EXHIBIT A



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

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To Enroll, Please Visit:
www.myservices.equifax.com/goldscan
Enrollment Code:

September 28, 2020

Dear _____ :

We write to inform you of an incident that may have resulted in the disclosure of your personal information. This letter contains information about the incident and our immediate and continuing response to it, including services we are making available to help all employees protect Company and personal information.

What happened and what information was involved:

On August 1, 2020, our systems were impacted by a security incident. We immediately began an investigation, which recently concluded that some information contained on at least one of our computers may have been exposed to an unauthorized third party. This information may include your name and social security number. To date, we have no information leading us to conclude that your personal information was in fact accessed or misused by unauthorized third parties, however, in an abundance of caution, we are informing you of this incident.

What we are doing and what you can do:

Upon discovery, with the assistance and advice of our consultants, we immediately changed all computer and server passwords. We have continued consulting with our IT experts and other consultants, redoubling our efforts to provide protection of Company and personal information. We will also be implementing additional computer protections with the assistance of our consultants and will implement an educational/training and reporting program for employees on best computer practices and procedures, including how to recognize “infected” emails.

Further, we have arranged for you to enroll in *Equifax Credit Watch Gold*, provided by Equifax (one of the three nationwide credit reporting companies), to provide you with Credit Monitoring, Identity Theft Protection services and Dark Web Monitoring Services at no cost to you for 2 years. This service includes:

- Comprehensive credit file monitoring and automated alerts of key changes to your **Equifax** credit report
- Wireless alerts and customizable alerts available (available online only)
- Access to your Equifax Credit Report™
- Ability to receive alerts if your Social Security Number or credit card numbers are found on Internet trading sites via WebDetect ¹
- Up to \$25,000 in identity theft insurance with \$0 deductible, at no additional cost to you †
- Live agent Customer Service 7 days a week from 8 a.m. to 3 a.m. to assist you in understanding the content of your Equifax credit information, to provide personalized identity theft victim assistance, and help initiate an investigation of inaccurate information.
- 90 day Fraud Alert placement with automatic renewal functionality* (available online only).

To enroll, we encourage you to go to www.myservices.equifax.com/goldscan by December 31, 2020.

For more information:

We sincerely regret any inconvenience that this incident may cause you and remain dedicated to protecting your personal information. Should you have any questions or concerns about this incident, please contact 855-917-3595, Monday through Friday, between 9:00 a.m. and 9:00 p.m. Eastern Standard Time for more information.

Sincerely,

A handwritten signature in blue ink that reads "Cynthia Frene". The signature is written in a cursive style with a large initial 'C'.

Cindy Frene, President



Activation Code:
Enrollment Deadline: December 31, 2020

<p><u>About the Equifax Credit Watch™ Gold with WebDetect identity theft protection product</u></p> <p>Equifax Credit Watch Gold with WebDetect will provide you with an “early warning system” to changes to your credit file. Note: You must be over age 18 with a credit file in order to take advantage of the product.</p>	<p>Equifax Credit Watch provides you with the following key features and benefits:</p> <ul style="list-style-type: none">○ Comprehensive credit file monitoring and automated alerts of key changes to your Equifax credit report○ Wireless alerts and customizable alerts available (available online only)○ Access to your Equifax Credit Report™○ Ability to receive alerts if your Social Security Number or credit card numbers are found on Internet trading sites via WebDetect ¹○ Up to \$25,000 in identity theft insurance with \$0 deductible, at no additional cost to you †○ Live agent Customer Service 7 days a week from 8 a.m. to 3 a.m. to assist you in understanding the content of your Equifax credit information, to provide personalized identity theft victim assistance, and help initiate an investigation of inaccurate information.○ 90 day Fraud Alert placement with automatic renewal functionality* (available online only)
<p>How to Enroll: To sign up online for online delivery go to: www.myservices.equifax.com/goldscan</p> <ol style="list-style-type: none">1. Welcome Page: Enter the Activation Code provided at the top of this page in the “Activation Code” box and click the “Submit” button.2. Register: Complete the form with your contact information (name, gender, home address, date of birth, Social Security Number and telephone number) and click the “Continue” button.3. Create Account: Complete the form with your email address, create a User Name and Password, check the box to accept the Terms of Use and click the “Continue” button.4. Verify ID: The system will then ask you up to four security questions to verify your identity. Please answer the questions and click the “Submit Order” button.5. Order Confirmation: This page shows you your completed enrollment. Please click the “View My Product” button to access the product features.	

1. WebDetect will scan for your Social Security number (if you choose to) and up to 10 major credit/debit card numbers you provide. WebDetect scans thousands of internet sites where consumers' personal information is suspected of being bought and sold, and is constantly adding new sites to those it searches. However, the Internet addresses of these suspected internet trading sites are not published and frequently change, so there is no guarantee that WebDetect is able to locate and search every possible internet site where consumers' personal information is at risk of being traded.

† Identity Theft Insurance underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions. This product is not intended for minors (under 18 years of age)

* The Automatic Fraud Alert feature made available to consumers by Equifax Information Services LLC and fulfilled on its behalf by Equifax Consumer Services LLC

Additional Important Information

For residents of Hawaii, Michigan, Missouri, Virginia, Vermont, and North Carolina: It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

For residents of Illinois, Iowa, Maryland, Missouri, North Carolina, Oregon, and West Virginia:

It is required by state laws to inform you that 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.

For residents of Iowa:

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of Oregon:

State laws advise you to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

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

You can obtain information from the Maryland and North Carolina 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 Consumer Protection Division 200, St. Paul Place Baltimore, MD 21202 1-888-743-0023 www.oag.state.md.us

Rhode Island Office of the Attorney General Consumer Protection 150 South Main Street, Providence RI 02903 1-401-274-4400 www.riag.ri.gov

North Carolina Office of the Attorney General Consumer Protection Division, 9001 Mail Service Center Raleigh, NC 27699-9001 1-877-566-7226 www.ncdoj.com

Federal Trade Commission Consumer Response Center, 600 Pennsylvania Ave, NW Washington, DC 20580 1-877-IDTHEFT (438-4338) www.ftc.gov/idtheft

New York Office of Attorney General Consumer Frauds & Protection, The Capitol Albany, NY 12224 1-800-771-7755 <https://ag.ny.gov/consumer-frauds/identity-theft>

For residents of Massachusetts: It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft

For residents of all states:

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); TransUnion (<https://www.transunion.com/fraud-alerts>); or Experian (<https://www.experian.com/fraud/center.html>). 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. As of September 21, 2018, 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. You may make that request 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 (note that if you are requesting a credit report for your spouse or a minor under the age of 16, this information must be provided for him/her as well): (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; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. As of September 21, 2018, it is free to place, lift, or remove a security freeze. You may also place a security freeze for children under the age of 16. You may obtain a free security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348
<https://www.equifax.com/personal/credit-report-services/credit-freeze/>
800-525-6285

Experian Security Freeze

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

TransUnion (FVAD)

P.O. Box 2000
Chester, PA 19022
freeze.transunion.com
800-680-7289

More information can also be obtained by contacting the Federal Trade Commission listed above.