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November 14, 2017

RECEIVED
NOV 15 2017
CONSUMER PROTECTION

VIA FACSIMILE

Office of the Attorney General
Attn: Security Breach Notification
33 Capitol Street
Concord, New Hampshire
603-271-2110

Re: Data Security Breach Notification

Dear Attorney General:

I am writing on behalf of USA Hoist Company, Inc., Mid-American Elevator Company, Inc., and Mid-American Elevator Equipment Company, Inc. (the "Companies") to inform you of a data security breach. On October 17, 2017, the Companies discovered that one of their servers was subject to a ransomware attack.

The information breached contained employee names, mailing addresses, cancelled checks for employee direct deposits, direct payment account numbers for employees and vendors, non-union member employee health insurance applications, and/or employee Social Security numbers. The Companies estimate that the personal information of approximately 2 individuals in your state may have been affected.

In response, the Companies hired a forensic information technology firm to conduct a thorough investigation of the attack and to prevent any future attacks by increasing data security. In addition, the Companies reported the attack to the FBI and have fully complied with any requests for information from law enforcement regarding the breach.

Enclosed is a copy of the notice we are sending on or before November 15, 2017, to the potentially affected individuals. If you have any questions, please do not hesitate to contact me.

Sincerely,


Susan J. Miller Overbey

Encl.

November 14, 2017

VIA U.S. MAIL

[INSERT NAME]

Notice of Data Breach

We are contacting you because we have learned of a data security breach that occurred on or about Tuesday, October 17, 2017, that involved some of your personal information.

What Happened: A server used by USA Hoist Company, Inc., Mid-American Elevator Company, Inc., and Mid-American Elevator Equipment Company, Inc. to store employee and vendor information was subject to a ransomware attack by the hacker group called "the Dark Overlord." We discovered the attack on the morning of Tuesday, October 17, 2017, when we could not access certain of our data systems as a result of the breach. On Thursday, October 19, 2017, the FBI visited our offices to inform us that we may become the subject of a such an attack, but by that time the attack had already occurred.

What Information was Involved: The information breached contained employee names, mailing addresses, cancelled checks for employee direct deposits, direct payment account numbers for employees and vendors, non-union member employee health insurance applications, and/or employee Social Security numbers. To our knowledge, other information (bank account PIN, security codes, etc.) was not breached.

What We are Doing: As soon as we became aware of the breach, we hired a forensic information technology firm to conduct a thorough investigation of the attack and to prevent any future attacks by increasing our companies' data security. In addition, we have fully complied with any requests for information from the FBI regarding the breach and have notified applicable states' Attorneys General as required by the relevant states' laws.

What You Can Do: We are notifying you so you can take action along with our efforts to minimize or eliminate potential harm. Because this is a serious incident, we strongly encourage you to take preventive measures now to help prevent and detect any misuse of your information.

As a first preventive step, we recommend you closely monitor your financial accounts and, if you see any unauthorized activity, promptly contact your financial institution. You may also wish to submit a complaint with the Federal Trade Commission (FTC) by calling 1-877-ID-

[INSERT NAME]
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THEFT (1-877-438-4338) or online at <https://www.ftccomplaintassistant.gov/>. The FTC can also provide advice on how to avoid identity theft. You should also report suspected incidents of identity theft to your local law enforcement or your state's Attorney General.

As a second step, you should contact the three U.S. credit reporting agencies to monitor your credit report for any suspicious activity. The credit bureaus can be contacted as follows:

Experian
888-397-3742
P.O. Box 9530
Allen, TX 70513

Equifax
800-685-1111
P.O. Box 740241
Atlanta, GA 30374

TransUnion
800-888-4213
P.O. Box 105281
Atlanta, GA 30348-5281

You can also obtain a free credit report from each by calling 1-877-322-8228 or by logging onto www.annualcreditreport.com. Even if you do not find any suspicious activity on your initial credit reports you should remain vigilant, and the FTC recommends that you check your credit reports periodically. A victim's personal information is sometimes held for use or shared among a group of thieves at different times. Checking your credit reports periodically can help you spot problems and address them quickly. The three credit reporting agencies and the FTC can provide you with information regarding fraud alerts. You also may want to consider placing a security freeze on your credit files. A freeze prevents an authorized person from using your personal identifying information to open new accounts or borrow money in your name. You will need to contact the three credit reporting agencies to place the security freeze.

For residents of Maryland: You may also contact the Maryland Office of the Attorney General Identity Theft Unit for advice on how to avoid identity theft by calling 919-716-6400 or logging onto: <http://www.marylandattorneygeneral.gov/Pages/IdentityTheft/databreech.aspx>.

For residents of North Carolina: You may also contact the North Carolina Office of the Attorney General Identity Theft Unit for advice on how to avoid identity theft by calling 410-576-6491 or logging onto: <http://www.ncdoj.gov/Protect-Yourself/2-4-3-Protect-Your-Identity.aspx>.

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Sincerely,

Justin Messmer
Chief Financial Officer
Mid-American Elevator Co. Inc., USA Hoist Co. Inc., & Mid-American Elevator Equipment Co. Inc.
773-486-6900

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