

# HUSCH BLACKWELL

Wakaba Tessier  
Partner

4801 Main Street, Suite 1000  
Kansas City, MO 64112  
Direct: 816.983.8289  
Fax: 816.983.8080  
wakaba.tessier@huschblackwell.com

RECEIVED

SEP 21 2018

September 20, 2018

CONSUMER PROTECTION

## VIA FEDERAL EXPRESS

Consumer Protection and Antitrust Bureau  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301

Re: Security Incident Notification

Dear Mr. Attorney General:

We are writing to notify the Office of the Attorney General of a data security incident regarding our client, YRC Worldwide Inc. ("YRC"). YRC is the holding company for a portfolio of less-than-truckload ("LTL") companies including YRC Freight, YRC Reimer, Holland, Reddaway, and New Penn. Its address is 10990 Roe Avenue, Overland Park, Kansas 66211. YRC completed an investigation of a security incident that involved the information of 52 New Hampshire residents, and it has asked us to assist with the state agency notification process.

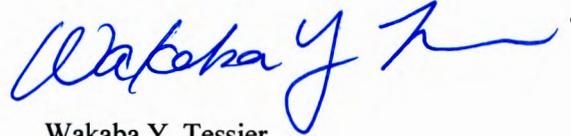
On July 24<sup>th</sup>, YRC was alerted to a possible cybersecurity attack triggered by a phishing e-mail. The e-mail contained a link, which when clicked, allowed a perpetrator to establish a forwarding rule on a YRC Office 365 account. As soon as it detected this anomaly, YRC contacted law enforcement and was directed to delay notification of potentially affected individuals until its investigation was complete. YRC also immediately engaged a leading forensic investigation firm to look into the matter and undertook enhancements to its already robust IT systems to block potential e-mail exploitation.

On August 15<sup>th</sup>, YRC identified seven e-mails containing personal information that may have been compromised by the attack. On September 12<sup>th</sup>, YRC received a final report from its forensic investigator which confirmed that an employment-related spreadsheet attached to one of those e-mails contained the names and social security numbers of certain current and former employees of YRC or its subsidiaries. Once YRC discovered this IT system vulnerability, it took immediate steps to analyze and improve security and monitoring of its Office 365 accounts containing sensitive information. As part of the investigation and remediation efforts, YRC also engaged multiple forensic teams, other cybersecurity experts, and law enforcement officers. Although it appears that the risk of harm to impacted individuals is minimal as a result of this incident, YRC started working straightaway to notify impacted individuals once the investigation was complete and the law enforcement delay was lifted. Accordingly, YRC is offering, among other things, two years of complimentary credit monitoring and identity protection to all impacted individuals.

# HUSCH BLACKWELL

Please see the enclosed notification letter that will be provided to the affected individuals. The notification will be mailed on September 21, 2018. If you have questions or need additional information regarding this incident, please do not hesitate to contact me.

Very truly yours,



Wakaba Y. Tessier  
Partner

Enclosure



C/O ID Experts  
PO Box 10444  
Dublin, Ohio 43017-4044

To Enroll, Please Call:  
(877) 906-0209  
Or Visit:  
<https://ide.myidcare.com/YRC>  
Enrollment Code: [XXXXXXXXXX]

<<First Name>> <<Last Name>>  
<<Address1>> <<Address2>>  
<<City>>, <<State>> <<Zip>>

September 21, 2018

Re: Notice of Data Breach

Dear <<FirstName>>:

We are writing to share important facts about a recent incident involving YRC Worldwide (“YRC”) that may have affected your personal information. YRC is the holding company for a portfolio of less-than-truckload (“LTL”) companies including YRC Freight, YRC Reimer, Holland, Reddaway, and New Penn.

**What Happened**

On July 24<sup>th</sup>, YRC was alerted to a possible cybersecurity attack triggered by a phishing e-mail. The e-mail contained a link, which when clicked, allowed a perpetrator to establish a forwarding rule on a YRC Office 365 account. As soon as it detected this anomaly, YRC contacted law enforcement and was directed to delay notification of potentially affected individuals until its investigation was complete. YRC also immediately engaged a leading forensic investigation firm to look into the matter and undertook enhancements to its already robust IT systems to block potential e-mail exploitation.

**What Information Was Involved**

On August 15<sup>th</sup>, YRC identified seven e-mails containing personal information that may have been compromised by the attack. On September 12<sup>th</sup>, YRC received a final report from its forensic investigator which confirmed that an employment-related spreadsheet attached to one of those e-mails contained your name and social security number. Please be assured that the investigation has not uncovered any evidence of misuse or unauthorized access to any other personal information.

**What We Are Doing**

Once YRC discovered this IT system vulnerability, it took immediate steps to analyze and improve security and monitoring of its Office 365 accounts containing sensitive information. As part of the investigation and remediation efforts, YRC also engaged multiple forensic teams, other cybersecurity experts, and law enforcement officers. Although it appears that the risk of harm to you is minimal as a result of this incident, YRC started working straightaway to notify impacted individuals once the investigation was complete and the law enforcement delay was lifted.

Accordingly, to you and others who may have been inconvenienced by this unfortunate event, YRC is offering two years of complimentary credit monitoring and identity protection. You may sign up for this service by following the instructions listed below.

### **What You Can Do**

Regardless of whether you elect to receive credit monitoring and identity protection services, YRC recommends that you remain vigilant in regularly reviewing and monitoring all account statements and credit histories to guard against any unauthorized transactions. If any suspicious or unusual activity is discovered, please contact your financial institution or call the number on the back of your payment card. **Attachment A** contains more details about steps you can take to protect against identity theft and fraud, including how to request a credit freeze or how to file a police report.

### **For More Information**

First and foremost, we want to reinforce that keeping the personal data of our YRC employees safe and secure is of the utmost importance to us. We sincerely regret that this incident occurred, and we apologize for any inconvenience that it may have caused. We can assure you that as soon as we determined that some personal information may have been involved, we took swift action to address the issue and protect everyone who may have been affected. Anyone with questions regarding this incident is encouraged to contact the call center at (877) 906-0209, which is described in more detail immediately below.

For YRC employees whose personal information was caught up in this recent cybersecurity attack, the following services are available for 24 months from the date of enrollment:

**MyIDcare Identity Protection Services:** This service offers single bureau continuous credit monitoring through Experian, cyber scan dark web monitoring, fully managed recovery, \$1 million identity theft insurance and unlimited access to the ID Experts member service team. Additionally, ID Experts will provide complete restoration services to ensure that if you fall victim to identity theft or have any irregularities in your accounts an ICFE Certified Recovery Advocate will work on your behalf to remove all fraud from your records. Moreover, ID Experts will remediate all forms of identity theft, including medical identity theft.

To enroll in this service, you will need to contact ID Experts, our identity protection service provider. You may sign up online at <https://ide.myidcare.com/YRC> or by phone by calling (877) 906-0209 using the enrollment code in the upper right hand corner of this letter, which may be activated through **December 21, 2018**.

## ATTACHMENT A

Provided below are names and contact information for the three major United States credit reporting agencies and additional information about steps you can take to: obtain a free credit report; to place a fraud alert, credit freeze, or credit lock on your credit report; and to protect your information. If you believe you are a victim of fraud or identity theft you should consider contacting your local law enforcement agency, your state's attorney general, or the Federal Trade Commission.

### INFORMATION ON OBTAINING A FREE CREDIT REPORT

Residents of the United States are entitled to one free credit report annually from each of the three major credit reporting agencies. To order your free credit reports, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll-free (877) 322-8228.

### INFORMATION ON FRAUD ALERTS, CREDIT FREEZES AND CREDIT LOCKS

To place a fraud alert, credit freeze, or credit lock on your credit report, you must contact the one of the three credit reporting agencies below:

Equifax:  
Consumer Fraud Division  
P.O. Box 740256  
Atlanta, GA 30374  
1-888-766-0008  
[www.equifax.com](http://www.equifax.com)

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

TransUnion:  
TransUnion LLC  
P.O. Box 2000  
Chester, PA 19022-2000  
1-800-680-7289  
[www.transunion.com](http://www.transunion.com)

**Fraud Alert:** To place a fraud alert, contact any of the three major credit reporting agencies listed above and request that a fraud alert be put on your file. The agency that you contacted must notify the other two agencies. A fraud alert is free and lasts 90 days, but can be renewed. A fraud alert indicates to anyone requesting your credit file that you suspect you are a possible victim of fraud. A fraud alert does not impact your ability to get a loan or credit. Instead, it alerts a business that your personal information might have been compromised and requires that business to verify your identity before issuing you credit. Although this may cause some short delay if you are the one applying for the credit, it might protect against someone else obtaining credit in your name.

**Credit Freeze:** Unlike a fraud alert, you must place a credit freeze on your credit file with each credit reporting agency. A credit freeze prohibits the agency from releasing information from a credit report until it is lifted. When a credit freeze is in place, no one can open a new account. As a result, a freeze credit may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit, mortgages, employment, housing, or other services. A credit freeze generally lasts until you lift or remove it, although in some jurisdictions it will expire after seven years. The cost to place a credit freeze is typically between \$5.00 and \$10.00 each time you place a freeze, but may vary by jurisdiction. (In Massachusetts, for example, you may be charged no more than \$5.00.) Certain jurisdictions may also permit a credit reporting agency to charge you similar fees to lift or remove the freeze. If you have been a victim of identity theft, and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift, or remove a credit freeze.

To place a credit freeze, contact the three credit reporting agencies listed above and provide the personal information required by each agency. Typically, this information will include: full name, with middle initial; social security number; date of birth; current address and previous addresses for the past five years; and applicable fee or incident report or complaint with a law enforcement agency. The request should also include a copy of a government-issued identification card, such as a driver's license, state, or military identification card, and a copy of a utility bill, bank, or insurance statement. Each copy should be legible, display your name and current mailing address, and the date of issue. The credit reporting agencies have three business days after receiving your request to place a credit freeze on your credit report. The credit bureaus must also send written confirmation to you within five business days.

To temporarily lift a credit freeze to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (e.g., name, address, and social security number) and the personal identification number or password provided to you when you placed the credit freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three business days after receiving your request to temporarily lift the credit freeze for those identified entities or for the specified period of time.

To remove a credit freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (e.g., name, address, and social security number) and the personal identification number or password provided to you when you placed the credit freeze. The credit bureaus have three business days after receiving your request to remove the freeze.

**Credit Lock:** Like a credit freeze, a credit lock restricts access to your credit report and prevents anyone from opening an account until unlocked. Unlike credit freezes, your credit can typically be unlocked online without delay. To lock your credit, contact all three credit reporting agencies listed above and complete a credit lock agreement. The cost of a credit lock varies by agency, which typically charges monthly fees.

#### ADDITIONAL STEPS YOU CAN TAKE TO PROTECT YOUR INFORMATION

**Review Your Account Statements:** Carefully review your bank, credit card, and other account statements every month to ensure that all of your account activity is valid. Report any questionable charges promptly and in writing to the card or account issuer.

**Check Your Credit Report:** Check your credit report periodically to ensure that all your information is correct. You can obtain a free credit report once per year by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com) or by calling (877) 322-8228. Carefully reviewing your credit report can help you spot problems and address them quickly. If you have any questions about your credit report or notice any inaccuracies, contact the relevant consumer reporting agency promptly at the telephone number listed on the report.

**Obtain or File a Police Report:** Certain jurisdictions (e.g., Massachusetts) give you the right to obtain any police report filed with respect to this incident. You also have the right to file a police report and obtain a copy of it if you are the victim of identity theft.

**Contact the Office of the State Attorney General:** You may contact the Office of the State Attorney General at the contact information found in **Attachment B**.

**Consult the Federal Trade Commission:** You may also contact the United States Federal Trade Commission (“FTC”) for further information on fraud alerts, credit freezes, credit locks, and how to protect yourself from identity theft. The FTC can be contacted at 400 7th St. SW, Washington, DC 20024; telephone 1-877-382-4357; or [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft).

## **ATTACHMENT B**

### **State Attorneys General Contact List**

#### Alabama

501 Washington Avenue  
P.O. Box 300152  
Montgomery, AL 36130-0152  
(334) 242-7300  
<http://www.ago.state.al.us/>

#### Alaska

1031 W. 4th Avenue, Suite 200  
Anchorage, AK 99501-1994  
(907) 269-5602  
<http://www.law.state.ak.us/index.html>

#### Arizona

1275 W. Washington Street  
Phoenix, AZ 85007  
(602) 542-4266  
<http://www.azag.gov/>

#### Arkansas

323 Center St., Suite 200  
Little Rock, AR 72201-2610  
(800) 482-8982  
<http://www.ag.arkansas.gov/>

#### California

1300 I St., Suite 1740  
Sacramento, CA 95814  
(916) 445-9555  
<http://ag.ca.gov/>

#### Colorado

1300 Broadway, 10th Floor  
Denver, CO 80203  
(720) 508-6000  
<http://www.coloradoattorneygeneral.gov/>

#### Connecticut

55 Elm Street  
Hartford, CT 06106  
(860) 808-5318  
<http://www.ct.gov/ag/>

#### Delaware

820 N. French Street  
Wilmington, DE 19801  
(302) 577-8400  
<http://attorneygeneral.delaware.gov/>

#### District of Columbia

441 4th Street, NW, Suite 1100S  
Washington, DC 20001  
(202) 727-3400  
<http://oag.dc.gov/>

#### Florida

The Capitol, PL 01  
Tallahassee, FL 32399-1050  
(850) 414-3300  
<http://myfloridalegal.com/>

#### Georgia

40 Capitol Square, SW  
Atlanta, GA 30334-1300  
(404) 656-3300  
<http://law.ga.gov/>

#### Hawaii

425 Queen Street  
Honolulu, HI 96813  
(808) 586-1500  
<http://ag.hawaii.gov/>

#### Idaho

700 W. Jefferson Street, Suite 210  
P.O. Box 83720  
Boise, ID 83720-1000  
(208) 334-2400  
<http://www.ag.idaho.gov/>

#### Illinois

100 W. Randolph Street  
Chicago, IL 60601  
(312) 814-3000  
<http://illinoisattorneygeneral.gov/>

#### Indiana

302 West Washington Street, 5<sup>th</sup> Floor  
Indianapolis, IN 46204  
(317) 232-6201  
<http://www.in.gov/attorneygeneral/>

#### Iowa

1305 E. Walnut  
Des Moines, IA 50319  
(515) 281-5164  
<http://www.iowaattorneygeneral.gov>

#### Kansas

120 S.W. 10th Avenue, 2<sup>nd</sup> Floor  
Topeka, KS 66612-1597  
(785) 296-2215  
<https://www.ag.ks.gov/>

#### Kentucky

700 Capitol Avenue, Suite 118  
Frankfort, KY 40601  
(502) 696-5300  
<http://ag.ky.gov/>

#### Louisiana

P.O. Box 94095  
Baton Rouge, LA 70804-4095  
(225) 326-6000  
<http://www.ag.state.la.us/>

#### Maine

State House Station 6  
Augusta, ME 04333  
(207) 626-8800  
<http://www.maine.gov/ag/>

#### Maryland

200 St. Paul Place  
Baltimore, MD 21202-2202  
(410) 576-6300  
<http://www.marylandattorneygeneral.gov/>

#### Massachusetts

1 Ashburton Place  
Boston, MA 02108-1698  
(617) 727-2200  
<https://www.mass.gov/orgs/office-of-attorney-general-maura-healey>

#### Michigan

P.O. Box 30212  
525 W. Ottawa Street  
Lansing, MI 48909-0212  
(517) 373-1110  
<http://www.michigan.gov/ag>

#### Minnesota

75 Dr. Martin Luther King, Jr.  
Boulevard, Suite 102  
Saint Paul, MN 55155  
(651) 296-3353 or 1-800-657-3787 |  
TTY: (651) 297-7206 or 1-800-366-4812  
<http://www.ag.state.mn.us/>

#### Mississippi

Department of Justice  
P.O. Box 220  
Jackson, MS 39205  
(601) 359-3680  
<http://www.ago.state.ms.us/>

#### Missouri

207 W. High Street  
Jefferson City, MO 65101  
(573) 751-3321  
<http://ago.mo.gov/>

Montana  
215 N. Sanders  
Helena, MT 59620-1401  
(406) 444-2026  
<https://doj.mt.gov/>

Nebraska  
State Capitol  
P.O. Box 98920  
Lincoln, NE 68509-8920  
(402) 471-2682  
<http://www.ago.ne.gov/>

Nevada  
100 N. Carson Street  
Carson City, NV 89701  
(775) 684-1100  
<http://ag.nv.gov/>

New Hampshire  
33 Capitol Street  
Concord, NH 03301  
(603) 271-3658  
<https://www.doj.nh.gov/index.htm>

New Jersey  
25 Market Street  
P.O. Box 080  
Trenton, NJ 08625  
(609) 292-8740  
<http://nj.gov/oag/newsreleases18/pr20180116a.html>

New Mexico  
P.O. Drawer 1508  
Santa Fe, NM 87504-1508  
(505) 490-4060  
<https://www.nmag.gov/>

New York  
The Capitol, 2<sup>nd</sup> Floor  
Albany, NY 12224  
(518) 474-7330  
<http://www.ag.ny.gov/>

North Carolina  
P.O. Box 629  
Raleigh, NC 27602-0629  
(919) 716-6400  
<http://www.ncdoj.gov/>

North Dakota  
600 E. Boulevard Avenue  
Bismarck, ND 58505-0040  
(701) 328-2210  
<http://www.ag.state.nd.us>

Ohio  
30 E. Broad Street  
Columbus, OH 43266-0410  
(614) 466-4320  
<http://www.ohioattorneygeneral.gov/>

Oklahoma  
313 NE 21st Street  
Oklahoma City, OK 73105  
(405) 521-3921  
<http://www.oag.state.ok.us/>

Oregon  
1162 Court Street, NE  
Salem, OR 97301  
(503) 378-6002  
<http://www.doj.state.or.us/>

Pennsylvania  
Strawberry Square, 16<sup>th</sup> Floor  
Harrisburg, PA 17120  
(717) 787-3391  
<https://www.attorneygeneral.gov/>

Puerto Rico  
Ave. José De Diego, Pda. 22  
Minillas Government Center  
Torre Norte Building, 7th Floor  
San Juan, PR 00940  
(787) 722-7555  
<http://daco.pr.gov/>

Rhode Island  
150 S. Main Street  
Providence, RI 02903  
(401) 274-4400  
<http://www.riag.ri.gov/>

South Carolina  
Rembert C. Dennis Office Building  
P.O. Box 11549  
Columbia, SC 29211-1549  
(803) 734-3970  
<http://www.scag.gov/>

South Dakota  
1302 East Highway 14, Suite 1  
Pierre, SD 57501-8501  
(605) 773-3215  
<http://atg.sd.gov/>

Tennessee  
425 5th Avenue North  
Nashville, TN 37243  
(615) 741-3491  
<http://www.tn.gov/attorneygeneral>

Texas  
Capitol Station  
P.O. Box 12548  
Austin, TX 78711-2548  
(512) 463-2100  
<https://www.texasattorneygeneral.gov/>

Utah  
State Capitol, Room 236  
Salt Lake City, UT 84114-0810  
(801) 538-9600  
<http://attorneygeneral.utah.gov/>

Vermont  
109 State Street  
Montpelier, VT 05609-1001  
(802) 828-3173  
<http://ago.vermont.gov/>

Virginia  
202 North Ninth Street  
Richmond, VA 23219  
(804) 786-2071  
<http://www.oag.state.va.us/>

Washington  
1125 Washington Street SE  
P.O. Box 40100  
Olympia, WA 98504-0100  
(360) 753-6200  
<http://www.atg.wa.gov>

West Virginia  
1900 Kanawha Boulevard, E  
Charleston, WV 25305  
(304) 558-2021  
<http://www.wvago.gov/>

Wisconsin  
State Capitol, Room 114 East  
P. O. Box 7857  
Madison, WI 53707-7857  
(608) 266-1221  
<http://www.doj.state.wi.us>

Wyoming  
State Capitol Building  
Cheyenne, WY 82002  
(307) 777-7841  
<http://attorneygeneral.state.wy.us>