



14837  
JOHN Q. SAMPLE  
1234 MAIN STREET  
ANYTOWN US 12345-6789

December 23, 2015

Re: Data Loss Incident

Dear John Sample:

I am writing to let you know that a device containing information regarding mariners who have served aboard vessels operated by Matson Navigation Company has been identified as missing. While we have no indication that the device has been used or was even intentionally removed, and while accessing any information on the device requires a valid user ID and password, we take the security of such information seriously and are accordingly writing to inform you of this incident.

The device was first identified as potentially missing on or about December 7, 2015 and appears to have been lost between November 9 and December 7, 2015. While our investigation is ongoing, we have determined that among the electronic files contained on the device were ones containing individualized information of mariners who have served aboard vessels operated by Matson since the year 2000. Accordingly, we believe your personal information may have been contained on the missing device. The personal information on the device included names, birth dates, addresses, telephone numbers, emergency contact information, bank account and routing numbers, and Social Security numbers.

The Company has reported the incident to law enforcement and is cooperating in their investigation of the incident. Thus far, we have found no evidence to suggest that your personal information has been misused. Nevertheless, as a precautionary measure, we are reaching out to you so that you are aware of the incident and can take steps to further protect your personal information.

As an added precaution, we have arranged to have AllClear ID protect your identity for up to 12 months at no cost to you. The following identity protection services start on the date of this notice and will be available to you for registration for the next 12 months.

AllClear SECURE: The team at AllClear ID is ready and standing by if you need identity protection repair guidance. This service is automatically available to you at no cost. If a



problem arises, simply call **1-855-711-5990 (toll free) or 1-512-201-2169 (toll)** and a dedicated investigator will help recover financial losses, restore your credit and make sure your identity is returned to its proper condition.

AllClear PRO: This service offers additional layers of protection including credit monitoring and a \$1 million identity theft insurance policy. To use the PRO service, you will need to provide your personal information to AllClear ID. You may sign up online at **enroll.allclearid.com** or by phone by calling **1-855-711-5990 (toll free) or 1-512-201-2169 (toll)** within the next 12 months using the following redemption code: Redemption Code. Please note: Additional steps may be required by you in order to activate your phone alerts and monitoring options.

In addition, you may want to consider taking some or all of the precautions described on the attached summary of “Additional Actions to Consider,” which contains general guidance for protection against identity theft or fraud.

Matson places a high value on the security of personal information, and we regret any inconvenience this may have caused. Please feel free to contact the Company by calling Danny Defanti at (510) 628-4518 or Dale MacGillivray at (510) 628-4362 if you have any questions regarding this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "John W. Sullivan", with a horizontal line extending to the right.

Captain John W. Sullivan  
Vice President, Vessel Operations & Engineering

### **Additional Actions to Consider**

Although we have not found any indication that personal information has been misused, as a precaution, you may wish to consider taking some or all of the following additional steps.

You should remain vigilant for evidence of fraud or identity theft, including by regularly reviewing your account statements and credit reports. If you discover suspicious or unusual activity on your accounts or suspect identity theft or fraud, report it immediately to your financial institutions.

If you wish to do so, you may review credit reports from each nationwide credit reporting agency. If you discover information arising from a fraudulent transaction, you should request that the credit reporting agency delete that information from your file. Under federal law, you are entitled to one free copy of your credit report every 12 months from each of the three nationwide credit reporting agencies. You may obtain a free copy of your credit report by visiting [www.AnnualCreditReport.com](http://www.AnnualCreditReport.com) or by calling (877) 322-8228. You may contact the credit reporting agencies at:

Equifax  
P.O. Box 105873  
Atlanta, GA 30348  
800-525-6285  
[www.equifax.com](http://www.equifax.com)

Experian  
P.O. Box 2002  
Allen, TX 75013-2002  
888-397-3742  
[www.experian.com](http://www.experian.com)

TransUnionCorp  
P.O. Box 1000  
Chester, PA 19022  
800-680-7289  
[www.transunion.com](http://www.transunion.com)

### **For residents of Iowa, North Carolina, and Maryland:**

State laws advise you to contact your state's Attorney General to obtain information about preventing identity theft or to report any suspected identity theft.

IA Attorney General's Office  
Hoover State Office Building  
11305 E. Walnut Street  
Des Moines, IA 50319  
(800) 373-5044  
[www.iowaattorneygeneral.gov](http://www.iowaattorneygeneral.gov)

MD Attorney General's Office  
200 St. Paul Place  
Baltimore, MD 21202  
(410) 576-6300  
[www.oag.state.md.us](http://www.oag.state.md.us)

NC Attorney General's Office  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
(919) 716-6400  
[www.ncdoj.gov](http://www.ncdoj.gov)

In addition, you have the right to contact the Federal Trade Commission ("FTC") or law enforcement to report incidents of identity theft or to learn about steps you can take to protect yourself from identity theft. To learn more, you can contact the FTC at:

Federal Trade Commission  
Consumer Response Center  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
(877) IDTHEFT (438-4338)  
<http://www.ftc.gov/idtheft/>

If interested, you can also visit <http://www.ftc.gov/bcp/edu/pubs/consumer/idtheft/idtheft04.pdf> to review an online copy of "Taking Charge: What to Do If Your Identity Is Stolen," a comprehensive guide from the FTC to help you guard against and deal with identity theft.



You also may obtain additional information from the FTC and the nationwide credit reporting agencies about fraud alerts and security freezes. A fraud alert can make it more difficult for someone to get credit in your name because it tells creditors to follow certain procedures to protect you, but it also may delay your ability to obtain credit. You may place a fraud alert by calling one of the nationwide credit reporting agencies listed above. When that agency processes your fraud alert, it will notify the other two agencies, which then must also place fraud alerts in your file. A security freeze is another fraud prevention tool that prohibits anyone from accessing your credit history without your authorization. There is normally a fee for obtaining a security freeze, which is generally waived if you are a victim of identity theft. If you request a security freeze, you must unfreeze your credit file before applying for credit or other services that require accessing your credit history. You should be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of requests you make for new loans, credit mortgages, employment, housing, or other services.