



AMERICAN GRILL
Return Mail Processing
PO Box 589
Claysburg, PA 16625-0589

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Re: Notice of Data Breach and Steps You Can Take to Protect Your Information

To our Valued Employees:

Paul Martin's American Grill was recently the target of a cybersecurity event in which personal information for some of our employees may have been impacted. First and foremost, we apologize that this happened and regret any concern this may cause. We value the trust you place in us to protect your privacy and take our responsibility to safeguard your personal information seriously. In this regard, we are writing to make you aware of a security incident so that you may take any necessary precautions.

What Happened?

On April 25, 2023, Paul Martin's American Grill discovered it was the target of an organized cybersecurity event in which a threat actor gained access to our systems without authorization on or around April 21-26, 2023. The threat actor installed ransomware that encrypted data on the servers at the company's corporate offices. Ransomware is a form of malware designed to encrypt files on servers, rendering any files and the systems that rely on them unusable. The threat actor also claimed to have acquired certain data. While we have not yet fully validated these claims, we have determined that confidential information about our business, including some personal information about our employees, has been impacted.

Paul Martin's American Grill responded promptly to the incident by engaging law enforcement (the Federal Bureau of Investigation) and an experienced cybersecurity forensic firm and other experts to investigate the incident and terminate the threat actor's access to the company's systems. Paul Martin's American Grill successfully negotiated with the threat actor to obtain full recovery and prevent publication of exfiltrated data and decryption of the encrypted data on May 18, 2023.

What Information Was Involved?

The personal information potentially exposed included the following: name, social security number, address, date of birth, and phone number. The incident involved the personal information of 1066 Texas residents.

What We Are Doing

Paul Martin's American Grill takes the protection of your personal information very seriously. We regularly review our systems and privacy and security practices to enhance those protections. In response to this incident, the company has taken steps to prevent recurrence of similar incidents.

Since the attack, Paul Martin's American Grill has put measures in place to secure and monitor its environment, including implementation of multifactor authentication for system users and an endpoint detection



and response system. The company is continuing to review its environment's security and is working with a cybersecurity and information technology consulting company to implement additional improvements.

## What You Can Do

For any employee who may be impacted and to help protect your identity, Paul Martin's American Grill is offering complimentary access to Experian IdentityWorks<sup>SM</sup> for 24 months.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration is available to you for 24 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration).

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary 24-month membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by September 30, 2023** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code**: ABCDEFGHI

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 833-901-4632 by September 30, 2023. Be prepared to provide engagement number B097393 as proof of eligibility for the Identity Restoration services by Experian.

## Additional Details Regarding Your 24-Month Experian IdentityWorks Membership

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.\*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE<sup>TM</sup>:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance<sup>\*\*</sup>:** Provides coverage for certain costs and unauthorized electronic fund transfers.

\* Offline members will be eligible to call for additional reports quarterly after enrolling.

\*\* The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

You may also want to consider obtaining a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com), calling 1-877-322-8228, or by completing an Annual Credit Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print a copy of the request form at [www.annualcreditreport.com/manualRequestForm.action](http://www.annualcreditreport.com/manualRequestForm.action).

You may also choose to contact the three national credit reporting agencies listed below for information about placing a “fraud alert” and/or a “security freeze” on your credit report to further detect any possible misuse of your personal information.

**Equifax**  
1-866-640-2273  
[www.equifax.com](http://www.equifax.com)  
P.O. Box 740241  
Atlanta, GA 30374

**Experian**  
1-888-397-3742  
[www.experian.com](http://www.experian.com)  
P.O. Box 2002  
Allen, TX 75013

**TransUnion**  
1-855-681-3196  
[www.transunion.com](http://www.transunion.com)  
P.O. Box 2000  
Chester, PA 19016

You may also choose to contact the Federal Trade Commission for additional information about “fraud alerts” and “security freezes,” and about how to monitor and protect your credit and finances.

Federal Trade Commission  
600 Pennsylvania Avenue, NW  
Washington, D.C. 20580  
(202) 326-2222  
[www.ftc.gov](http://www.ftc.gov)

If you are a resident of North Carolina, you should also consider obtaining information from the North Carolina Attorney General about preventing identity theft:

Josh Stein  
North Carolina Attorney General  
9001 Mail Service Center  
Raleigh, NC 27699  
1-877-566-7226  
[www.ncdoj.gov](http://www.ncdoj.gov)

## For More Information

We understand that this incident may pose an inconvenience to you, and we sincerely regret that this situation has occurred. Paul Martin’s American Grill is committed to protecting the privacy and security of your personal information, and we want to assure you that we have implemented appropriate measures to safeguard that information. If you have further questions or concerns, or would like an alternative to enrolling online, please call 833-901-4632 toll-free Monday through Friday from 8 am – 10 pm Central, or Saturday and Sunday from 10 am – 7 pm Central (excluding major U.S. holidays). Be prepared to provide your engagement number B097393.

Very truly yours,

Justin Otsuka  
Chief Financial Officer

