

RE: Notice of Data Security Incident

Dear guest,

We are writing to provide information on a data security incident that has affected some Hurtigruten guests' information.

Our investigations indicate that information for a limited number of guests having booked expedition voyages with two ships, MS Fram and MS Midnatsol, in a certain time period have been affected by the incident. For MS Fram the relevant time period is from 2018 to 2020. For MS Midnatsol the relevant time period is from 2016 to 2020.

We recently learned that your information has been affected by this incident.

What happened?

On December 14, 2020, we learned that an unauthorized actor gained remote access to our network and encrypted parts of our computer systems. At that time, however, we were unable to determine which guests may have been affected, if any, and what information might have been accessed.

We immediately disabled affected computer systems, took down their internet connection to prevent any further intrusion and launched a forensic investigation to determine the nature and scope of the incident. We understand that Hurtigruten was one of many companies that was a victim of this type of intrusion.

What Information Was Involved?

Based on our investigations, we have recently determined that your affected information involves:

- Name and date of birth;
- If you were sailing with MS Midnatsol, your passport number and passport expiration date; and
- For some guests the affected information involves e-mail address, mailing address, and/or phone number

Based on our investigations to date, the unauthorized actor **did not** gain access to your credit or debit card information, social security numbers, driver's license numbers, or other government-issued identification card numbers. Hurtigruten **does not** store credit or debit card information.

What We Are Doing?

As noted above, we immediately took steps to contain the issue and commenced an investigation to determine the data and individuals that may have been affected.

We reported this matter to Norwegian law enforcement and the Norwegian Data Protection Authority (since Hurtigruten is based in Norway) and the Federal Bureau of Investigation. We also notified other applicable privacy regulatory authorities.

Over the past years we have made significant investments in data privacy and cyber security. Since this incident, we have further strengthened these efforts and our internal experts are working closely with third-party cybersecurity experts to further enhance the security of our systems and reduce the risk of a similar event happening in the future.

What Can You Do

On February 18, 2021, we discovered the unauthorized actor placed some of the above information on a difficult to access part of the web. We do not have any indication of actual harm to affected individuals as a result of this

incident, but we still recommend you follow the enclosed additional steps that you can take to protect your personal information.

We sincerely regret any concerns or inconvenience that this incident may cause you.

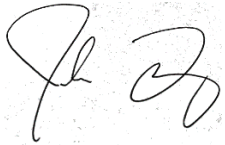
For More Information

If you have questions or require further assistance, please contact us via one of these channels:

Website: <https://www.hurtigruten.com/info/>

Phone: 1 (833) 907-3030 (toll-free number). The phone line is open between 6:00 a.m. to 6:00 p.m. PST, Monday through Friday, excluding major U.S. holidays.

Sincerely,

A handwritten signature in black ink, appearing to read 'John Downey', is placed over a light gray, textured rectangular background.

John Downey

President, Hurtigruten Americas

California Information about Identity Theft Protection

Monitor Your Accounts. As a precautionary measure, we recommend that you remain vigilant by regularly reviewing statements from your accounts and periodically obtaining your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at www.annualcreditreport.com, or by calling toll-free 1-877-322-8228, or by mailing to the Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also obtain a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below.

Equifax P.O. Box 740241 Atlanta, GA 30374 1-866-349-5191 www.equifax.com	Experian P.O. Box 2002 Allen, TX 75013 1-888-397-3742 www.experian.com	TransUnion P.O. Box 1000 Chester, PA 19016 1-800-888-4213 www.transunion.com
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Fraud Alerts. You have the right to place a fraud alert on your credit report at no cost. An initial fraud alert lasts one year and is placed on your credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. Should you wish to place a fraud alert, please contact any one of the agencies listed above. Additional information is available at www.annualcreditreport.com.

Credit Freeze. You have the right to put a security freeze, also known as a credit freeze, on your credit file, for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a Personal Identification Number (PIN) that is issued to you when you initiate a freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. As a result, using a credit freeze may delay your ability to obtain credit. In order to place a credit freeze, you may be required to provide the consumer reporting agency with your personal information including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement, or insurance statement. Should you wish to place a credit freeze, please contact each of the three major consumer reporting agencies listed above separately.

Monitor Your Personal Health Information. If applicable to your situation, you may want to order copies of your credit reports and check for any medical bills that you do not recognize. If you find anything suspicious, call the credit reporting agency at the phone number on the report. Keep a copy of this notice for your records in case of future problems with your medical records. You may also want to request a copy of your medical records from your provider, to serve as a baseline. If you are a California resident, we suggest that you visit the California Office of Privacy Protection at www.oag.ca.gov/privacy for additional information.

Additional Information. You can further educate yourself regarding identity theft and the steps you can take to protect yourself, by contacting your State’s Attorney General or the Federal Trade Commission (FTC). Instances of known or suspected identity theft should be reported to law enforcement, your Attorney General, and the FTC. Contact information for the FTC is: **The Federal Trade Commission**, 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-438-4338, www.ftc.gov/idtheft.

Dear <<FIRST NAME>> <<LAST NAME>>:

Hurtigruten has retained NortonLifeLock to provide 12 months of complimentary LifeLock Defender™ Choice identity theft protection.

To activate your membership online and get protection at no cost to you:

1. In your web browser, go directly to **www.LifeLock.com**. Click on the yellow “**START MEMBERSHIP**” button (*do not attempt registration from a link presented by a search engine*).
2. You will be taken to another page where, below the FOUR protection plan boxes, you may enter the **Promo Code: <<PROMO CODE>>** and click the “**APPLY**” button.
3. On the next screen, enter your **Member ID: <<MEMBER ID>>** and click the “**APPLY**” button.
4. Your complimentary offer is presented. Click the red “**START YOUR MEMBERSHIP**” button.
5. Once enrollment is completed, you will receive a confirmation email (*be sure to follow ALL directions in this email*).

Alternatively, to activate your membership over the phone, please call: <<ENROLLMENT PHONE #>>

You will have until <<ENROLLMENT DEADLINE>> to enroll in this service.

Once you have completed the LifeLock enrollment process, the service will be in effect. Your **LifeLock Defender™ Choice** membership includes:

- ✓ Primary Identity Alert System†
- ✓ 24/7 Live Member Support
- ✓ Dark Web Monitoring**
- ✓ Norton™ Security Deluxe² (90 Day Free Subscription)
- ✓ Stolen Funds Reimbursement up to \$25,000 †††
- ✓ Personal Expense Compensation up to \$25,000 †††
- ✓ Coverage for Lawyers and Experts up to \$1 million †††
- ✓ U.S.-Based Identity Restoration Team
- ✓ One-Bureau Credit Monitoring^{1**}
- ✓ Annual One-Bureau Credit Report & Credit Score^{1**}

The credit score provided is a VantageScore 3.0 credit score based on Equifax data. Third parties use many different types of credit scores and are likely to use a different type of credit score to assess your creditworthiness.

¹ If your plan includes credit reports, scores, and/or credit monitoring features (“Credit Features”), two requirements must be met to receive said features: (i) your identity must be successfully verified with Equifax; and (ii) Equifax must be able to locate your credit file and it must contain sufficient credit history information. IF EITHER OF THE FOREGOING REQUIREMENTS ARE NOT MET YOU WILL NOT RECEIVE CREDIT FEATURES FROM ANY BUREAU. If your plan also includes Credit Features from Experian and/or TransUnion, the above verification process must also be successfully completed with Experian and/or TransUnion, as applicable. If verification is successfully completed with Equifax, but not with Experian and/or TransUnion, as applicable, you will not receive Credit Features from such bureau(s) until the verification process is successfully completed and until then you will only receive Credit Features from Equifax. Any credit monitoring from Experian and TransUnion will take several days to begin after your successful plan enrollment.

No one can prevent all identity theft or cybercrime. † LifeLock does not monitor all transactions at all businesses.

²Norton Security Online provides protection against viruses, spyware, malware, and other online threats for up to 5 PCs, Macs, Android devices. Norton account features not supported in this edition of Norton Security Online. As a result, some mobile features for Android are not available such as anti-theft and mobile contacts backup. iOS is not supported.

** These features are not enabled upon enrollment. Member must take action to get their protection.

*** Reimbursement and Expense Compensation, each with limits of up to \$25,000 for Defender Choice. And up to \$1 million for coverage for lawyers and experts if needed, for all plans. Benefits provided by Master Policy issued by United Specialty Insurance Company (State National Insurance Company, Inc. for NY State members). Policy terms, conditions and exclusions at: LifeLock.com/legal.