



<<Date>> (Format: Month Day, Year)

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country>>

Dear <<first_name>>,

We are writing to inform you that some of your personal information stored by Keolis Transit America (“KTA”), a subsidiary of Keolis North America (“KNA”), may have been accessed without authorization. We are sorry for any concern or inconvenience this may cause and are working quickly to take the appropriate steps to prevent such incidents in the future. We take the protection of your information very seriously.

What Happened

On approximately May 23, 2021, two individuals not connected to Keolis found a “Keolis” labeled thumb-drive in a laundromat. The individuals viewed several files on the thumb-drive, noticed human resources information, promptly contacted Keolis, and the company collected the thumb drive. The files on the thumb drive included spreadsheets containing personal information for current and former employees, including name, address, date of birth, Social Security number, financial account information, and/or limited medical information (pregnancy status, as reflected in requests for leave under the Family Medical Leave Act, or COVID test results). While we believe that there is a low likelihood of misuse of your personal information under these circumstances, we are providing this notice in an abundance of caution.

What We Are Doing

As soon as we became aware of this incident, we began investigating the incident and the data on the thumb drive. We engaged third-party forensic experts to assist with this review.

What You Can Do

We are notifying you so that you can take action to reduce the risk of harm, should you feel it appropriate to do so.

We have retained Kroll to provide you with 12 months of identity and monitoring services, free of charge. You can activate the services by following the directions in the attached document.

You may also contact the three credit reporting agencies to obtain a credit report, place a fraud alert, or implement a credit freeze. A credit freeze, which can be placed without any charge, prohibits a credit reporting agency from releasing any information from a consumer’s credit report without written authorization. To learn more about these options, please use the following resources:

Equifax

To order a credit report, call (800) 685-1111, or use the link below.

To place a fraud alert, call (888) 766-0008, or use the link below.

To place a credit freeze, call (800) 349-9960, or use the link below.

<https://www.equifax.com/personal/credit-report-services/>

Address: P.O. Box 740241, Atlanta, GA 30374



Keolis Transit America
470 Atlantic Avenue
Boston, MA 02210
617-222-8100

Experian

To order a credit report, place a fraud alert, or place a credit freeze, call (888) 397-3742, or use the appropriate link below.

<https://www.experian.com/fraud/center.html>

<https://www.experian.com/freeze/center.html>

Address: P.O. Box 2002, Allen, TX 75013-2002

TransUnion

To order a credit report, call (877) 322-8228, or use the link below.

To place a fraud alert, call (800) 680-7289, or use the link below.

To place a credit freeze, call (888) 909-8872, or use the link below.

<https://www.transunion.com/credit-help>

Address: P.O. Box 2000, Chester, PA 19022-2000

In order to request a credit freeze, you may need to provide the following information:

1. Your full name;
2. Social Security number;
3. Date of birth;
4. Address(es) where you have lived over the prior five years.

You may also consider monitoring your financial accounts. If you see any unauthorized activity, we suggest that you promptly contact your financial institution and submit a complaint with the Federal Trade Commission online at www.reportfraud.ftc.gov, over the phone at 1.877.438.4338, or by mail to 600 Pennsylvania Avenue, NW Washington, DC 20580. The Federal Trade Commission also maintains information about fraud alerts and security freezes, at <https://www.consumer.ftc.gov/articles/what-know-about-credit-freezes-and-fraud-alerts>.

If you have any questions, please call 1-???-???-????, Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time. Please have your membership number ready.

Sincerely,

Robert Anderson
Executive Vice President, Human Resources
Keolis North America



TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

Visit <https://enroll.krollmonitoring.com> to activate and take advantage of your identity monitoring services.

You have until <<b2b_text_6(activation deadline)>> to activate your identity monitoring services.

Membership Number: <<Membership Number s_n>>

For more information about Kroll and your Identity Monitoring services, you can visit info.krollmonitoring.com.

You have been provided with access to the following services from Kroll:

Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.

To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.