

By E-mail

Dear NextBus Customer,

NextBus recently learned of a data security incident that may have resulted in the disclosure of your username, e-mail address, telephone number and password.

On September 18th, 2015, NextBus detected suspicious activity from an account and our IT experts worked quickly to minimize the issue. Although only a very limited part of our system was affected, during that time an unauthorized individual may have gained access to a database containing your account information. While our investigation is ongoing, we have taken steps to further secure our system and to prevent this type of incident from occurring in the future, including disabling the compromised account, increasing the minimum password strength and blocking traffic to or from any suspect Internet addresses.

To ensure your NextBus experience continues smoothly, you should immediately change the password when you next login to your account. New password characteristics will be required for all users and include the following:

- A minimum of eight characters, with at least one of each of the following types of characters:
- Lowercase letter
- Uppercase letter
- Number
- Special character (such as !, #, @, etc.)

If your NextBus password was used elsewhere, we recommend you change the passwords for those accounts as well. Security experts advise that using the same password for multiple websites is not safe.

We want to remind you that NextBus does not collect or possess your Social Security number or any financial information including credit cards. Our services are focused on giving you useful information about your travel on public transportation. Nonetheless, we take the security of your personal information very seriously and sincerely apologize for any inconvenience this incident may cause.

We appreciate your cooperation and patience as we work to improve our security and further enhance our IT infrastructure in response to this incident. You can contact support @nextbus.com or call 1-877-NEXTBUS (639-8287) for more information.

By E-mail

Dear NextBus Agency Customer,

We recently learned of a data security incident that may affect you and your riders, along with our other NextBus clients.

On September 18, 2015, NextBus detected suspicious activity from an agency account and our IT experts worked quickly to minimize the issue. An unauthorized individual may have gained access to a database containing some account information of our NextBus agency customers and the riders that use NextBus services.

As you know, individuals can sign up for accounts at the NextBus website, and our agency customers like you have accounts for managing the information they make available to riders. This incident may have resulted in the disclosure of usernames, e-mail addresses, telephone numbers and passwords.

As NextBus does not collect or possess Social Security or driver's license numbers or any financial information from its users and customers, including credit cards, none of that type of information is at risk.

While our investigation is ongoing, our experts have determined that an agency account was compromised through stolen login credentials. We have taken steps to further secure our system and to prevent this type of incident from occurring in the future, including disabling the compromised account, increasing the minimum password strength and blocking traffic to or from any suspect Internet addresses. We are also communicating with our NextBus rider customers and requiring them to change and strengthen their passwords.

Our advice to you and your staff is that anyone with an agency or personal NextBus account change their password. If they use that same password anywhere else, they should change it as well. Finally, make sure your team is alert to phishing emails or phone calls that look as if they come from NextBus. Please remind everyone not to click on any embedded links or open any attachments in suspicious emails, and let them know no one from NextBus would ever email or call and ask for personal or account information.

We take the security of your information very seriously and want to make sure we are addressing this event in a manner that enhances your confidence in our company. You can contact support @nextbus.com or call 1-877-NEXTBUS (639-8287) for more information.