



Warehousing \* Transportation \* Packaging

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

<<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>  
<<address\_1>>  
<<address\_2>>  
<<city>>, <<state\_province>> <<postal\_code>>  
<<country >>

## Re: Notice of Data Breach

Dear <<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>,

States Logistics Services, Inc. (“States Logistics”) writes to inform you of a data privacy incident that may have involved some of your personal information. While we are unaware of any attempted or actual misuse of your data, we are providing you with information about the event, our response, and steps you may take to better protect against the possible misuse of your information, should you feel it appropriate to do so. Your information was present in the States Logistics system because of your relationship with States Logistics.

**What Happened?** States Logistics became aware of unusual activity within an employee’s email account. We immediately began an investigation with the assistance of a third-party forensic investigator and reset relevant employee passwords. The investigation determined that an unauthorized actor accessed one employee email account for a period of approximately one hour on August 30, 2019. The investigation was unable to determine which, if any, emails and attachments within the email account were accessed or viewed. Therefore, we undertook a time-consuming review of the email account to determine whether it contained any sensitive information. On December 2, 2019, our review determined that some of your personal information was present in the email at the time of the incident.

**What Information is Involved?** The information related to you found within the email account includes your <<b2b\_text\_1 data elements>><<b2b\_text\_2 data elements>>. To date, we are unaware of any actual or attempted misuse of this information as a result of this incident.

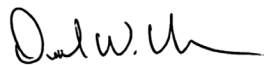
**What Are We Doing?** We take the security of information entrusted to us very seriously and we apologize for the inconvenience this incident has caused you. Upon learning of this incident, we moved quickly to investigate and respond to this incident, assess the security of relevant States Logistics systems, and notify potentially affected individuals. Our response included resetting relevant passwords, reviewing the contents of the email account to determine whether it contained sensitive information, and reviewing internal systems to identify contact information for purposes of providing notice to potentially affected individuals. As part of our ongoing commitment to the security of information we are also reviewing and enhancing existing policies and procedures to reduce the likelihood of a similar future event.

States Logistics notified law enforcement of this incident and is notifying relevant state and federal regulators. We are also offering you access to twelve (12) months of free identity monitoring through Kroll. These services include credit monitoring, fraud consultation and identity theft restoration services. If you wish to activate the identity monitoring services, you may follow the instructions included in the “Steps You Can Take to Help Protect Your Information.” While States Logistics will cover the cost of these services, you will need to complete the activation process.

**What You Can Do.** We encourage you to remain vigilant against incidents of identity theft and fraud and to monitor your account statements and credit reports for suspicious activity. You can also review the enclosed “Steps You Can Take to Help Protect Your Information” for additional information about how you can protect your identity and on how to enroll in the free identity monitoring services.

**For More Information.** We understand that you may have questions about this incident that are not addressed in this letter. If you have additional questions, we have set up a call center that you can reach at 1-844-907-1668, 8:00 am to 5:30 pm central time, Monday through Friday excluding major US holidays. You can also write to us at Attn. CEO, 5650 Dolly Avenue, Buena Park, CA 90621.

Sincerely,

A handwritten signature in black ink, appearing to read "D. W. Monson", with a long horizontal flourish extending to the right.

Danny Monson  
CEO

## Steps You Can Take to Help Protect Your Information

### **Activate Your Complimentary Identity Monitoring**

To help relieve concerns and restore confidence following this incident, we have secured the services of Kroll to provide identity monitoring at no cost to you for one year. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

Visit [enroll.idheadquarters.com](http://enroll.idheadquarters.com) to activate and take advantage of your identity monitoring services.

You have until **April 2, 2020** to activate your identity monitoring services.

Membership Number: <<Member ID>>

### **Monitor Your Accounts**

We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious activity. Under U.S. law, you are entitled to one (1) free credit report annually from each of the three (3) major credit reporting bureaus. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also contact the three (3) major credit bureaus directly to request a free copy of your credit report.

You have the right to place a “security freeze” on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to control who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you may make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

#### **Experian**

PO Box 9554

Allen, TX 75013

1-888-397-3742

[www.experian.com/freeze/center.html](http://www.experian.com/freeze/center.html)

#### **TransUnion**

P.O. Box 160

Woodlyn, PA 19094

1-888-909-8872

[www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze)

#### **Equifax**

PO Box 105788

Atlanta, GA 30348-5788

1-800-685-1111

[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved during the past five (5) years, the addresses where you have lived over the prior five (5) years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, military identification, etc.); and
7. If you are a victim of identity theft, a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

As an alternative to a security freeze, you have the right to place an initial or extended “fraud alert” on your credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's 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. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven (7) years. Should you wish to place a fraud alert, please contact any one of the agencies listed below:

#### **Experian**

P.O. Box 9554

Allen, TX 75013

1-888-397-3742

[www.experian.com/fraud/center.html](http://www.experian.com/fraud/center.html)

#### **TransUnion**

P.O. Box 2000

Chester, PA 19016

1-800-680-7289

[www.transunion.com/fraud-victim-resource/place-fraud-alert](http://www.transunion.com/fraud-victim-resource/place-fraud-alert)

#### **Equifax**

P.O. Box 105069

Atlanta, GA 30348

1-800-766-0008

[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)

## **Additional Information**

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General. This notice was not delayed due to law enforcement.

The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580, [www.identitytheft.gov](http://www.identitytheft.gov), 1-877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

**For New York residents**, the Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>.



## **TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES**

You've been provided with access to the following services<sup>1</sup> 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 can help you determine if it's 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 can dig deep to uncover the scope of the identity theft, and then work to resolve it.

<sup>1</sup> 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.