



Return Mail Processing Center  
PO Box 6336  
Portland, OR 97228-6336

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### Notice of Data Breach

Dear <<Name 1>>:

At Taylor-Dunn Manufacturing Company, we value your business and understand the importance of protecting your information. We are writing to inform you that we recently identified and addressed a data security incident that may have involved your online customer care or dealer center credentials. This notice describes the incident, outlines the measures we have taken in response, and advises you on steps you can take to further protect your information.

**What Happened:** On January 24, 2018, we identified unauthorized access in the form of cryptomining malware on the server that contains our online customer care and dealer centers at <https://www.taylor-dunn.com>. We immediately terminated the access and hired a leading cyber security firm to help us investigate the incident. On February 15, 2018, we determined that a file containing information you provided when you registered for the Taylor-Dunn customer care or dealer center may have been accessed.

**What Information Was Involved:** The file that was accessed includes name, address, phone number, email address, and your customer care or dealer center username and password. We are notifying you because your information was in the file at the time that it was accessed.

**What We Are Doing:** We take the security of our customers' and dealers' information seriously. Once we learned of this incident, we took immediate action, including terminating access to the server, initiating an internal review and engaging a leading cyber security firm to help us investigate the incident and remediate our systems. To help prevent this type of incident from happening again, we took steps to strengthen the security of our online customer care and dealer center portals.

**What You Can Do:** We recommend that you immediately change the password you use for this account. To do so, simply go to this page on our site: <https://www.taylor-dunn.com/passwordreset>. Also, if you use the same username and password for any other account, we recommend that you change your password there as well. Please review the following page for more information on ways to protect yourself.

**For More Information:** If you have questions, please call 877-553-9238, Monday through Friday between the hours of 9:00 a.m. and 9:00 p.m. Eastern Time.

Sincerely,

John Stockman  
Vice President & General Manager,  
Commercial & Government N.A.

## **MORE INFORMATION ON WAYS TO PROTECT YOURSELF**

We remind you to remain vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

*Equifax*, PO Box 740241, Atlanta, GA 30374, [www.equifax.com](http://www.equifax.com), 1-800-685-1111  
*Experian*, PO Box 2002, Allen, TX 75013, [www.experian.com](http://www.experian.com), 1-888-397-3742  
*TransUnion*, PO Box 2000, Chester, PA 19016, [www.transunion.com](http://www.transunion.com), 1-800-916-8800

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

*Federal Trade Commission*, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)