

November 14, 2017

VIA U.S. MAIL

[INSERT NAME]

## Notice of Data Breach

We are contacting you because we have learned of a data security breach that occurred on or about Tuesday, October 17, 2017, that involved some of your personal information.

**What Happened:** A server used by USA Hoist Company, Inc., Mid-American Elevator Company, Inc., and Mid-American Elevator Equipment Company, Inc. to store employee and vendor information was subject to a ransomware attack by the hacker group called "the Dark Overlord." We discovered the attack on the morning of Tuesday, October 17, 2017, when we could not access certain of our data systems as a result of the breach. On Thursday, October 19, 2017, the FBI visited our offices to inform us that we may become the subject of a such an attack, but by that time the attack had already occurred.

**What Information was Involved:** The information breached contained employee names, mailing addresses, cancelled checks for employee direct deposits, direct payment account numbers for employees and vendors, non-union member employee health insurance applications, and/or employee Social Security numbers. To our knowledge, other information (bank account PIN, security codes, etc.) was not breached.

**What We are Doing:** As soon as we became aware of the breach, we hired a forensic information technology firm to conduct a thorough investigation of the attack and to prevent any future attacks by increasing our companies' data security. In addition, we have fully complied with any requests for information from the FBI regarding the breach and have notified applicable states' Attorneys General as required by the relevant states' laws.

**What You Can Do:** We are notifying you so you can take action along with our efforts to minimize or eliminate potential harm. Because this is a serious incident, we strongly encourage you to take preventive measures now to help prevent and detect any misuse of your information.

As a first preventive step, we recommend you closely monitor your financial accounts and, if you see any unauthorized activity, promptly contact your financial institution. You may also wish to submit a complaint with the Federal Trade Commission (FTC) by calling 1-877-ID-

[INSERT NAME]  
November 14, 2017  
Page 2

THEFT (1-877-438-4338) or online at <https://www.ftccomplaintassistant.gov/>. The FTC can also provide advice on how to avoid identity theft. You should also report suspected incidents of identity theft to your local law enforcement or your state's Attorney General.

As a second step, you should contact the three U.S. credit reporting agencies to monitor your credit report for any suspicious activity. The credit bureaus can be contacted as follows:

Experian  
888-397-3742  
P.O. Box 9530  
Allen, TX 70513

Equifax  
800-685-1111  
P.O. Box 740241  
Atlanta, GA 30374

TransUnion  
800-888-4213  
P.O. Box 105281  
Atlanta, GA 30348-5281

You can also obtain a free credit report from each by calling 1-877-322-8228 or by logging onto [www.annualcreditreport.com](http://www.annualcreditreport.com). Even if you do not find any suspicious activity on your initial credit reports you should remain vigilant, and the FTC recommends that you check your credit reports periodically. A victim's personal information is sometimes held for use or shared among a group of thieves at different times. Checking your credit reports periodically can help you spot problems and address them quickly. The three credit reporting agencies and the FTC can provide you with information regarding fraud alerts. You also may want to consider placing a security freeze on your credit files. A freeze prevents an authorized person from using your personal identifying information to open new accounts or borrow money in your name. You will need to contact the three credit reporting agencies to place the security freeze.

***For residents of Maryland:*** You may also contact the Maryland Office of the Attorney General Identity Theft Unit for advice on how to avoid identity theft by calling 919-716-6400 or logging onto: <http://www.marylandattorneygeneral.gov/Pages/IdentityTheft/databreech.aspx>.

***For residents of North Carolina:*** You may also contact the North Carolina Office of the Attorney General Identity Theft Unit for advice on how to avoid identity theft by calling 410-576-6491 or logging onto: <http://www.ncdoj.gov/Protect-Yourself/2-4-3-Protect-Your-Identity.aspx>.

[INSERT NAME]  
November 14, 2017  
Page 3

Sincerely,

Justin Messmer  
Chief Financial Officer  
Mid-American Elevator Co. Inc., USA Hoist Co. Inc., & Mid-American Elevator Equipment Co. Inc.  
773-486-6900