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March 10, 2021

Maine Attorney General
6 State House Station
Augusta, ME 04333

Re: Notice Concerning Data Security Incident

Dear Maine Attorney General:

We represent two Alaska non-profit entities operating out of shared space in Juneau: CoastAlaska, Inc. (a collaborative of Alaska public radio stations) and KTOO (the Juneau, Alaska public radio station). Although we are submitting the on line form specified for notifying the Maine attorney general [https://www.maine.gov/ag/consumer/identity_theft/index.shtml], we are writing this confirming letter because their forensic investigation of a data security incident involving their finance director’s email indicates that some information regarding 2 residents of your State might have been affected.

What Happened: CoastAlaska and KTOO learned late on Friday afternoon, February 12, 2021, that an unauthorized actor had gained access to the email account of their finance director, and that a block of her saved email messages had been deleted. Their IT contractor believes this unauthorized actor had access to the contents of her emails dating from July 1, 2014 forward. Their IT contractor was ultimately able to restore the deleted emails to allow review for personal information and potentially affected persons.

Potentially Affected Information: Based on their investigation to date, the potentially accessed emails **did not** contain (a) individualized medical information; (b) credit or debit card numbers; (c) driver’s license or State issued identification card numbers; or (d) passwords, personal identification numbers (PINs), or other access codes for financial accounts. The potentially accessed emails **did**, however, contain W4 forms and retirement account change forms with full name and full social security number. Some of the potentially accessed emails may have also included a mailing address, email address, phone number, date of birth, and/or passport number.

Notice To Individuals: Attached is an example of the written notice CoastAlaska and KTOO is providing to the potentially affected residents of your State via U.S. mail to the addresses it has on file. It includes several recommended steps that individuals can take to protect their personal information, as well as an offer to provide 12 months of credit monitoring/identity theft services at no cost.

Additional Responsive Steps/Measures Taken. Their IT contractor promptly secured the affected email account, and audited the other email accounts of CoastAlaska and KTOO to ensure two-factor authentication was activated on all their email accounts. They are also encrypting certain information,

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as well as taking steps to evaluate additional safeguards, review their email, data, and security policies and procedures, and make appropriate revisions, all in order to better protect the security of their email system and data.

Law Enforcement Reporting. This incident has also been reported to the FBI and Juneau police, and CoastAlaska/KTOO will of course provide whatever cooperation with law enforcement as law enforcement may request.

Contact For Questions/More Information: Please do not hesitate to contact me if you have any questions or require further information. My email is ahearne@foster.com , and my direct dial telephone number is 206-447-8934.

Sincerely,

FOSTER GARVEY P.C.



Thomas F. Ahearne
Attorneys for Hurtigruten

Attachment: example copy of CoastAlaska/KTOO written notice letter

cc: clients (with attachment)

Re: Notice of Data Security Incident

March 9, 2021

We write to inform you of a recent incident that may affect the privacy of some of your personal information. CoastAlaska and KTOO take this very seriously, and are providing you this notice and information so you can better protect your personal information should you feel it appropriate to do so.

What Happened.

Late on Friday afternoon, February 12, 2021, we learned that an unauthorized actor had gained access to the email account of the Finance Director at KTOO and CoastAlaska (Lise Paradis). A block of her saved email messages had been deleted, and our Information Technology (IT) contractor believes that this unauthorized actor had full access to the contents of her emails dating from July 1, 2014 forward.

Our IT contractor promptly secured her email account, and audited our other email accounts to ensure two-factor authentication is currently activated. Working with our IT contractor's security team, we were ultimately able to restore the deleted emails to examine them for personal information and identify the potentially affected persons. We also engaged legal counsel experienced in privacy, cybersecurity, and data protection to help us determine needed steps to take going forward after a data security incident like this.

We are sending you this written notice as one of those steps because we have identified you as a person with the personal information described below that might have been accessed.

What Information Was and Was Not Involved.

Based on our investigation to date, the potentially accessed emails did not contain (a) individualized medical information; (b) credit or debit card numbers; (c) driver's license or State issued identification card numbers; or (d) passwords, personal identification numbers (PINs), or other access codes for financial accounts.

The potentially accessed emails did, however, contain W4 forms and retirement account change forms with full name and full social security number. Some of the potentially

accessed emails may have also included a mailing address, email address, phone number, date of birth, and/or passport number.

What We Are Doing.

As noted above, our IT contractor's security team promptly secured Ms. Paradis's email account and ensured two-factor authentication is currently activated on all our email accounts. We are also encrypting certain information, as well as taking steps to evaluate additional safeguards, review our email, data, and security policies and procedures, and make appropriate revisions, all in order to better protect the security of our email system and data.

We have also reported this incident to the FBI and local police, and will of course provide whatever cooperation with law enforcement as they may request.

We recently completed review of a sample of the emails that our IT contractor's security team recovered in order to determine the personal information and persons potentially affected by this incident, and based on that review, we are providing you this written notification that the types of personal information noted above may have been acquired by the unauthorized actor who had gained access to Ms. Paradis's emails.

What You Can Do.

If you are concerned about protecting your personal information, the attached "United States Information about Identity Theft Protection" provides some recommendations you can follow to better protect against potential misuse of your personal information should you feel it appropriate to do so. We also advise you to be extra vigilant about checking the sender on all email messages you receive, and keeping an eye on your personal financial accounts.

As an added precaution, we are offering to provide you access to 12 months of credit monitoring/identity theft services at no cost to you. (We will pay the cost of this offered service.) If you want information about this service or how to sign up for it, please contact the contact person listed below at the email address provided.

For More Information.

We understand that you may have questions about this incident or this notification letter. If you have questions or need assistance, please contact CoastAlaska's Executive Director (Mollie Kabler) at: mollie@coastalaska.org . To speak with Ms. Kabler on the phone toll-

free, please email her the telephone number at which she can reach you and she will call you.

We at CoastAlaska and KTOO humbly apologize for any concern or inconvenience that this incident may cause you.

Sincerely,

A handwritten signature in black ink that reads "M. Kabler". The signature is written in a cursive, flowing style.

Mollie Kabler
Executive Director, CoastAlaska
Inc.

A handwritten signature in black ink that reads "Bill Legere". The signature is written in a cursive, flowing style.

Bill Legere
President & General Manager,
KTOO

Attachment: United States Information about Identity Theft Protection

United States Information about Identity Theft Protection

Monitor Your Accounts. As a precautionary measure, we recommend that you remain vigilant by regularly reviewing statements from your accounts and periodically obtaining your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at www.annualcreditreport.com, or by calling toll-free 1-877-322-8228, or by mailing to the Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also obtain a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below.

Equifax P.O. Box 740241 Atlanta, GA 30374 1-866-349-5191 www.equifax.com	Experian P.O. Box 2002 Allen, TX 75013 1-888-397-3742 www.experian.com	TransUnion P.O. Box 1000 Chester, PA 19016 1-800-888-4213 www.transunion.com
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Fraud Alerts. You have the right to place a fraud alert on your credit report at no cost. An initial fraud alert lasts one year and is placed on your 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. Should you wish to place a fraud alert, please contact any one of the agencies listed above. Additional information is available at www.annualcreditreport.com.

Credit Freeze. You have the right to put a security freeze, also known as a credit freeze, on your credit file, for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a Personal Identification Number (PIN) that is issued to you when you initiate a freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. As a result, using a credit freeze may delay your ability to obtain credit. In order to place a credit freeze, you may be required to provide the consumer reporting agency with your personal information including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement, or insurance statement. Should you wish to place a credit freeze, please contact each of the three major consumer reporting agencies listed above separately.

Monitor Your Personal Health Information. If applicable to your situation, you may want to order copies of your credit reports and check for any medical bills that you do not recognize. If you find anything suspicious, call the credit reporting agency at the phone number on the report. Keep a copy of this notice for your records in case of future problems with your medical records. You may also want to request a copy of your medical records from your provider, to serve as a baseline.

Additional Information. You can further educate yourself regarding identity theft and the steps you can take to protect yourself, by contacting your State's Attorney General or the Federal Trade Commission (FTC). Instances of known or suspected identity theft should be reported to law enforcement, your Attorney General, and the FTC. Contact information for the FTC is: **The Federal Trade Commission**, 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-438-4338, www.ftc.gov/idtheft. Residents of New York, Maryland, North Carolina, and Rhode Island can obtain more information from their State's Attorney General:

New York Attorney General

Bureau of Internet and
Technology
28 Liberty Street
New York, NY 10005
1-212-416-8433
www.ag.ny.gov

Maryland Attorney General

200 St. Paul Place
Baltimore, MD 21202
1-888-743-0023
www.oag.state.md.us

**North Carolina Attorney
General**

9001 Mail Service Center
Raleigh, NC 27699
1-877-566-7226
www.ncdoj.gov

**Rhode Island Attorney
General**

150 South Main Street
Providence, RI 02903
1-401-274-4400
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