

Office of the Attorney General
The State of Maine

RE: Data Breach Notification

To Whom It May Concern:

Venture Transportation Partners, LLC (“Venture”) located at 1101 Harding Court, Indianapolis, IN 46217 writes to provide notification of a recent data breach. By providing this notice, Venture does not waive any rights or defenses under Maine law, including the data breach notification statute.

On May 13, 2023, Venture experienced a network disruption and immediately began an investigation, which included working with third-party specialists. The investigation determined that certain portions of their network were acquired by an unauthorized individual. Therefore, they conducted a review of their network to determine the type of information potentially affected and to whom it related. On June 19, 2023, they completed their review and began confirming address information for potentially impacted individuals.

On August 15, 2023, Venture received its results from the National Change of Address (NCOA) system and confirmed this incident potentially affected three Maine residents. The information potentially impacted included first and last name, date of birth, driver’s license/state issued identification number, financial account information, credit/debit card information, medical information, health insurance information, and/or Social Security number.

In response to this incident, Venture conducted an investigation, notified the FBI, changed network passwords, and reviewed its policies and procedures related to data protection. Additionally, they began providing notice to the potentially impacted individuals on August 18, 2023 via U.S. mail. A copy of the notice is attached as **Exhibit A**. In an abundance of caution, Venture is offering the potentially impacted individuals complimentary credit monitoring and identity protection services.

EXHIBIT A



P.O. Box 989728
West Sacramento, CA 95798-9728

<<First Name>> <<Last Name>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip>>

Enrollment Code: <<Enrollment Code>>

To Enroll, Scan the QR Code Below:



Or Visit:

<https://app.idx.us/account-creation/protect>

August 18, 2023

<<Variable Text 1>>

Dear <<First Name>> <<Last Name>>,

We are writing to notify you of a recent incident experienced by Venture Transportation Partners, LLC and its affiliates that may impact the privacy of certain information provided to us.¹ We take this incident very seriously and are providing you with information about the incident, our response, and steps you can take to protect your information for free.

What Happened? On May 13, 2023, we discovered unusual activity on our network. We immediately began an investigation, which included working with third-party specialists to determine the nature and scope of the activity. Our investigation determined an unknown party acquired certain information on parts of our network. Therefore, we conducted a review of our network to determine the type of information contained therein and to whom the information related. The review was completed on June 19, 2023. Out of an abundance of caution, Venture has determined that notification to all individuals who may have had personal information potentially impacted is warranted.

What Information Was Involved? The types of information potentially impacted vary by individual. However, the information potentially impacted during the incident may have included your name, date of birth, driver’s license/state issued identification number, financial account information, credit/debit card information, medical information, health insurance information, and/or Social Security number. Please note, we have no evidence of misuse of this information but are notifying you out of an abundance of caution.

What We Are Doing? The privacy of your information is very important to us, and we are committed to ensuring the security of all personal information. In response to this incident, Venture conducted an investigation, changed passwords, implemented enhanced security measures, and are providing you access to <<12/24>> months of credit monitoring and identity protection services through IDX at no cost to you.

What You Can Do. 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 or unauthorized activity. We also encourage you to enroll in the credit monitoring and identity protection services we are making available to you. Instructions about how to enroll in these services and additional resources available to you are included in the enclosed *Steps You Can Take to Protect Your Information*. You may also wish to consider changing your passwords to important online accounts and/or the possible placement of a fraud alert on your credit file.

¹ Si desea recibir esta carta en español, por favor haga una solicitud llamando al teléfono 1-888-757-6462.

For More Information: We understand you may have questions about this incident. You may contact us at 1-888-757-6462 Monday through Friday from 9 am to 9 pm Eastern Time (excluding major U.S. holidays) or write to us at 1101 Harding Court, Indianapolis, IN 46217. Both English and Spanish-speaking representatives will be available to answer your questions.

We sincerely regret any concern this incident may cause you. The privacy and security of information is important to us, and we will continue to take steps to protect information in our care.

Sincerely,

Justin Weber
Chief Operating Officer
Venture Transportation Partners, LLC

STEPS YOU CAN TAKE TO PROTECT YOUR INFORMATION

Enroll in Credit Monitoring / Identity Protection

1. Website and Enrollment. Scan the QR image or go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter. Please note the deadline to enroll is November 18, 2023.

2. Activate the credit monitoring provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. The enrollment requires an internet connection, email account, that you have established credit. Please note that when signing up for monitoring services, you will be asked to verify personal information for your own protection to confirm your identity. If you need assistance, IDX will be able to assist you.

3. Telephone. Contact IDX at 1-888-757-6462 to speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

4. Review your credit reports. We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help. If you file a request for help or report suspicious activity, you will be contacted by a member of the IDX ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

Monitor Your Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your credit reports/account statements for suspicious activity and to detect errors. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus, TransUnion, Experian, and Equifax. To order your free credit report, visit www.annualcreditreport.com or call 1-877-322-8228. Once you receive your credit report, review it for discrepancies and identify any accounts you did not open or inquiries from creditors that you did not authorize. If you have questions or notice incorrect information, contact the credit reporting bureau.

You have the right to place an initial or extended fraud alert on a credit file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert, 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 lasting seven years. Should you wish to place a fraud alert, please contact any of the three credit reporting bureaus listed below.

As an alternative to a fraud alert, you have the right to place a credit freeze on a credit report, which will prohibit a credit bureau from releasing information in the credit report without your express authorization. The credit 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 credit freeze may delay, interfere with, or prohibit the timely approval of any subsequent request or application you 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 credit freeze on your credit report. To request a credit freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., III, etc.);
2. Social Security number;
3. Date of birth;
4. Address for the prior two to five years;
5. Proof of current address, such as a current utility or telephone bill;
6. A legible photocopy of a government-issued identification card (e.g., state driver's license or identification card); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft, if you are a victim of identity theft.

Should you wish to place a fraud alert or credit freeze, please contact the three major credit reporting bureaus listed below:

TransUnion 1-800-680-7289 www.transunion.com TransUnion Fraud Alert P.O. Box 2000 Chester, PA 19016-2000 TransUnion Credit Freeze P.O. Box 160 Woodlyn, PA 19094	Experian 1-888-397-3742 www.experian.com Experian Fraud Alert P.O. Box 9554 Allen, TX 75013 Experian Credit Freeze P.O. Box 9554 Allen, TX 75013	Equifax 1-888-298-0045 www.equifax.com Equifax Fraud Alert P.O. Box 105069 Atlanta, GA 30348-5069 Equifax Credit Freeze P.O. Box 105788 Atlanta, GA 30348-5788
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Additional Information

You can further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the credit reporting bureaus, the Federal Trade Commission (FTC), or your state Attorney General. The FTC also encourages those who discover that their information has been misused to file a complaint with them. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261.

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, your state Attorney General, and the FTC.

For Maryland residents, the Maryland Attorney General may be contacted at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-888-743-0023; and <https://www.marylandattorneygeneral.gov/>. Venture Transportation Partners, LLC may be contacted at 1101 Harding Court, Indianapolis, IN 46217.

For New Mexico residents, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act: (i) the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; (ii) the consumer reporting agencies may not report outdated negative information; (iii) access to your file is limited; (iv) you must give consent for credit reports to be provided to employers; (v) you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; (vi) and you may seek damages from violators. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active-duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting https://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, FTC, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

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

For North Carolina residents, the North Carolina Attorney General may be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and www.ncdoj.gov.

For Rhode Island residents, the Rhode Island Attorney General may be contacted at 150 South Main Street, Providence, RI 02903; 1-401-274-4400; and www.riag.ri.gov. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are 4 Rhode Island residents impacted by this incident.

For Washington, D.C. residents, the District of Columbia Attorney General may be contacted at 400 6th Street NW, Washington, D.C. 20001; 202-442-9828, and <https://oag.dc.gov/consumer-protection>. Venture Transportation Partners, LLC may be contacted at 1101 Harding Court, Indianapolis, IN 46217.