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May 12, 2022

VIA WEB PORTAL

Attorney General Aaron Frey
Office of the Attorney General
Consumer Protection Division
111 Sewall Street, 6th Floor
Augusta, ME 04330

Re: Notification of Data Security Incident

Dear Attorney General Frey:

Lewis Brisbois represents Hoist & Crane Service Group (“HCSG”) in conjunction with a recent data security incident described in greater detail below. HCSG is a national provider of hoist and crane inspections, maintenance, and repairs headquartered in Jefferson, Louisiana. The purpose of this letter is to notify you of the incident in accordance with Maine state law.

1. Nature of the Security Incident

On September 25, 2021, HCSG experienced a network disruption. Upon discovering this activity, HCSG immediately took steps to secure its environment and engaged cybersecurity experts to assist with an investigation. The investigation determined that an unknown actor gained access to and may have obtained data from the HCSG network without authorization. Following a thorough review of the impacted information, on April 13, 2022, HCSG determined that some personal information may have been involved in the incident. HCSG then worked diligently to notify impacted consumers.

2. Type of Information and Number of Maine Residents Affected

HCSG notified sixteen (16) residents of Maine of this data security incident via first class U.S. mail on May 12, 2022. The name and Social Security number of the impacted resident(s) was potentially involved. A sample copy of the notification letter sent to the affected individuals is included with this correspondence.

3. Steps Taken Relating to the Incident

HCSG has implemented additional security features in an effort to prevent similar incidents from occurring in the future. In addition, although HCSG is not aware of any misuse of personal

information, HCSG has offered the affected individuals twelve (12) months of credit monitoring and identity remediation services through notification services vendor, IDX.

4. Contact Information

HCSG remains dedicated to protecting the personal information in its control. If you have any questions or need additional information, please do not hesitate to contact me at (412) 567-5113 or by e-mail at Lauren.Godfrey@lewisbrisbois.com. Please let me know if you have any questions.

Sincerely,

Lauren D. Godfrey

Lauren D. Godfrey of
LEWIS BRISBOIS BISGAARD & SMITH LLP

LDG
Attachment: Consumer Notification Letter Template



Return to IDX
P.O. Box 1907
Suwanee, GA 30024

To Enroll, Please Call:
1-833-909-4438
Or Visit:
<https://app.idx.us/account-creation/protect>
Enrollment Code: <<XXXXXXXXXX>>

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

May 12, 2022

Re: <<Variable Data 1: Subject Line >>

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

We are writing to inform you of a data security incident that may have affected your personal information. Hoist & Crane Service Group (“HCSG”) takes the privacy and security of your personal information very seriously. This is why we are informing you of this incident, providing you with steps you can take to help protect your personal information, and offering you complimentary credit monitoring and identity protection services.

What Happened: On September 25, 2021, HCSG experienced a network disruption. We immediately took steps to secure our environment and engaged cybersecurity experts to assist us with an investigation. The investigation determined that an unknown actor gained access to and may have obtained data from the HCSG network without authorization. Following a thorough review of the impacted information, on April 13, 2022, we determined that some of your personal information may have been involved in the incident. We currently have no reason to believe your information was misused as a result of this incident, only that it was potentially accessed.

What Information Was Involved: The information affected may have included your name and <<Variable Data 2: PII Categories>>.

What We Are Doing: As soon as we discovered the incident, we took the steps referenced above. We also implemented additional security features to reduce the risk of a similar incident occurring in the future. We are further notifying you of this event and advising you about steps you can take to help protect your information.

Additionally, we are offering you complimentary credit monitoring and identity protection services for <<12/24 months>> through IDX, a national leader in identity protection services. The IDX services, which are free to you upon enrollment, include a <<one-year / two-year>> subscription for the following: single bureau credit monitoring, CyberScan dark web monitoring, fully-managed identity recovery services, and \$1 million in identity theft insurance coverage. With this protection, IDX will help you resolve issues if your identity is compromised.

What You Can Do: Please review this letter carefully, along with the guidance included with this letter about additional steps you can take to protect your information. In addition, we encourage you to enroll in the credit monitoring and identity theft protection services we are offering through IDX. To receive credit monitoring 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.

You can enroll in the free IDX identity protection services by calling 1-833-909-4438 or going to <https://app.idx.us/account-creation/protect> and using the Enrollment Code provided above. IDX representatives are available Monday through Friday from 8 am to 8 pm Central Time. Please note the deadline to enroll is August 12, 2022.

For More Information: If you have questions or need assistance, please call 1-833-909-4438, Monday through Friday from 8 am to 8 pm Central Time, or visit <https://app.idx.us/account-creation/protect>. IDX representatives are fully versed on this incident and can help answer questions you may have regarding the protection of your information.

Please accept our sincere apologies and know that we deeply regret any worry or inconvenience that this may cause you.

Sincerely,

A handwritten signature in black ink that reads "Terrence M. Ross". The signature is written in a cursive style with a large, prominent initial "T".

Terrence Ross
Chief Executive Officer
Hoist & Crane Service Group

Steps You Can Take to Further Protect Your Information

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print this form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>. You also can contact one of the following three national credit reporting agencies:

| TransUnion | Experian | Equifax | Free Annual Report |
|--|--|--|--|
| P.O. Box 1000 | P.O. Box 9532 | P.O. Box 105851 | P.O. Box 105281 |
| Chester, PA19016 | Allen, TX 75013 | Atlanta, GA 30348 | Atlanta, GA 30348 |
| 1-800-909-8872 | 1-888-397-3742 | 1-800-685-1111 | 1-877-322-8228 |
| www.transunion.com | www.experian.com | www.equifax.com | www.annualcreditreport.com |

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

Security Freeze: Under U.S. law, you have the right to put a security 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 PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. To place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you 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.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state. Contact information for the FTC is: **Federal Trade Commission**, 600 Pennsylvania Ave, NW, Washington, DC 20580, www.consumer.ftc.gov and www.ftc.gov/idtheft, 1-877-438-4338. You may also contact Hoist & Crane Service Group at 4920 Jefferson Highway, Jefferson, LA 70121. Residents of New York, Maryland, North Carolina, Washington D.C., and Rhode Island can obtain more information from their Attorneys General using the contact information below.

Federal Trade Commission
600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov, and
www.ftc.gov/idtheft
1-877-438-4338

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

New York Attorney General
Bureau of Internet and Technology
Resources
28 Liberty Street
New York, NY 10005
1-212-416-8433

**North Carolina Attorney General's
Office, Consumer Protection
Division**, 9001 Mail Service Center
Raleigh, NC 27699-9001; 877-5-NO-
SCAM (Toll-free within North
Carolina); 919-716-6000;
www.ncdoj.gov.

Rhode Island Attorney General
150 South Main Street
Providence, RI 02903
<http://www.riag.ri.gov>
1-401-274-4400

Washington D.C. Attorney General
441 4th Street, NW
Washington, DC 20001
oag.dc.gov
1-202-727-3400

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.