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PO Box 999  
Suwanee, GA 30024

October 11, 2021

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SAMPLE A. SAMPLE - L01

APT ABC



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ANYTOWN, US 12345-6789



Re: Notice of Cybersecurity Incident

Dear Sample A. Sample:

We write to inform of a recent data security incident at SunBelt Xpress (“SunBelt”) involving your personal information. This letter explains the incident, the measures SunBelt has taken to address it, and additional precautions you can take as well.

**What Happened**

On August 26, 2021, SunBelt discovered that it was the victim of a ransomware attack. Unknown threat actors were able to obtain access to certain of SunBelt’s servers beginning on August 19<sup>th</sup>, 2021 and subsequently released malware that encrypted files on those servers. Upon learning of this incident, SunBelt promptly began investigating and remediating the incident and retained an outside cybersecurity vendor to assist with that process. SunBelt completed its investigation on September 24, 2021. As a result of the investigation, SunBelt determined that the threat actor may have accessed and downloaded certain files from SunBelt’s servers that may have included your personal information.

**What Information Was Involved**

As indicated above, through our investigation, we learned that the threat actors may have accessed and downloaded files relating to your prior employment or independent contractor relationship with SunBelt. The personal information in those files includes full name; address; date of birth; e-mail address; Social Security Number, and driver’s license numbers.

**What We Are Doing**

With assistance from its outside cybersecurity vendor, SunBelt has taken steps to help prevent a similar incident in the future. Those steps include adding additional IT staff with prior cybersecurity experience, conducting employee security awareness training in cybersecurity best practices, and performing an analysis of, and updates to, our computer and networking equipment software patches. In addition, SunBelt has reported this incident to the FBI and will collaborate with the FBI in its investigation of this incident. This notice has not been delayed by the FBI’s investigation.

To protect you from potential misuse of your information, we are also offering you a free, two-year membership to Experian’s® IdentityWorks<sup>SM</sup>. This product provides you with services for credit monitoring, identity theft detection, and identity theft resolution. For more information on Experian’s® IdentityWorks<sup>SM</sup>, including instructions on how to activate your two-year membership, please see the attachment below.

**What You Can Do**

We strongly recommend that you enroll in the Experian's® IdentityWorks<sup>SM</sup> product. We also recommend that you review the section below titled "Additional Actions To Help Reduce Your Chances Of Identity Theft" and consider taking the additional precautionary measures identified, including placing a Fraud Alert and/or Security Freeze on your credit files and/or obtaining a free credit report. In addition, we encourage you to remain vigilant by regularly reviewing your financial account statements and credit report for fraudulent or irregular activity.

**For More Information**

SunBelt takes this incident and the protection of your personal information very seriously. We regret that this incident occurred and any inconvenience or concern it may have caused you. If you have any questions regarding this matter, please do not hesitate to contact Tammie Carpenter, our Human Resources Manager, at 828-485-4144.

Sincerely,

Stan Froneberger  
V.P. – General Manager

## **ENROLLING IN EXPERIAN'S® IDENTITYWORKS<sup>SM</sup>**

**Enrolling** – Experian's® IdentityWorks<sup>SM</sup> provides you with services for identity detection and resolution of identity theft. To activate your complimentary 24-month membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: December 31, 2021** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bcredit>
- Provide your **activation code: ABCDEFGHI**

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks<sup>SM</sup> online, please contact Experian's customer care team at **(877) 890-9332** by **December 31, 2021**. Be prepared to provide engagement number **B019579** as proof of eligibility for the identity restoration services by Experian. Please see the next page of this letter for additional information on Experian IdentityWorks<sup>SM</sup>.

**Additional details** – A credit card is **not** required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.\*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE<sup>TM</sup>:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance<sup>\*\*</sup>:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at **(877) 890-9332**. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for one year from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

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\* Offline members will be eligible to call for additional reports quarterly after enrolling.

\*\* The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

## **ADDITIONAL ACTIONS TO HELP REDUCE YOUR CHANCES OF IDENTITY THEFT**

**Obtaining a Free Credit Report.** Under federal law, you are entitled to receive one free credit report every 12 months from each of the three credit reporting agencies (identified below). You may obtain a free copy of your credit report online at [www.annualcreditreport.com](http://www.annualcreditreport.com), by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at [www.annualcreditreport.com](http://www.annualcreditreport.com)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you did not initiate or do not recognize. Look for information, such as home address and Social Security number, that is not accurate. Verify that all information is correct. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

**Reporting Suspicious Activity.** We recommend you remain vigilant with respect to reviewing your account statements and credit reports, and promptly report any suspicious activity or suspected identity theft to the proper law enforcement authorities, including local law enforcement, your state's attorney general and/or the Federal Trade Commission ("FTC"). You may contact the FTC or your state's regulatory authority to obtain additional information about avoiding identity theft.

**Federal Trade Commission.** You may obtain information about preventing and avoiding identity theft from the FTC:

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

**Residents of Maryland:** You may also obtain information about preventing and avoiding identity theft from the Maryland Office of the Attorney General:

Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023, [www.oag.state.md.us](http://www.oag.state.md.us)

**Residents of New York:** You may also obtain information about preventing and avoiding identity theft from the New York Attorney General's Office:

Office of the Attorney General for the State of New York, Bureau of Consumer Frauds & Protection, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov/consumer-frauds/identity-theft>

**Residents of North Carolina:** You may also obtain information about preventing and avoiding identity theft from the North Carolina Attorney General's Office:

North Carolina Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-5-NO-SCAM, [www.ncdoj.gov](http://www.ncdoj.gov)

**Residents of Oregon:** You should report suspected identity theft to the Federal Trade Commission (using the contact information above) and Oregon Attorney General's Office at Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, 1-877-877-9392, [www.doj.state.or.us](http://www.doj.state.or.us).

**Placing a Fraud Alert on Your Credit File.** You can place an initial one-year "Fraud Alert" on your credit files, which can be done at no charge. A fraud alert tells creditors to contact you personally before they open any new accounts. To activate a fraud alert, contact any one of the three major credit bureaus at the numbers listed below. As soon as one credit bureau confirms your fraud alert, they will notify the others.

**Equifax**

P.O. Box 105069  
Atlanta, GA 30348  
[www.equifax.com](http://www.equifax.com)  
(800) 525-6285

**Experian**

P.O. Box 2002  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)  
(888) 397-3742

**TransUnion LLC**

P.O. Box 2000  
Chester, PA 19016  
[www.transunion.com](http://www.transunion.com)  
(800) 680-7289

**Placing a Security Freeze on Your Credit File:** If you are very concerned about becoming a victim of fraud or identity theft, you may request a "Security Freeze" be placed on your credit file, again at no charge to you. A security freeze prohibits, with certain specific exceptions, the consumer reporting agencies from releasing your credit report or any information from it without your express authorization. You may place a security freeze on your credit file by contacting all three nationwide credit reporting companies at the numbers below or by sending a request in writing to:

**Equifax Security Freeze**

P.O. Box 105788  
Atlanta, GA 30348  
[www.freeze.equifax.com](http://www.freeze.equifax.com)  
(800) 349-9960

**Experian Security Freeze**

P.O. Box 9554  
Allen, TX 75013  
[www.experian.com/freeze](http://www.experian.com/freeze)  
(888) 397-3742

**TransUnion Security Freeze**

P.O. Box 2000  
Chester, PA 19016  
[www.transunion.com/securityfreeze](http://www.transunion.com/securityfreeze)  
(800) 909-8872

In order to activate a security freeze, you will need to supply your name, address, date of birth, Social Security number, and other personal information. After receiving your freeze request, each credit reporting company will send you a confirmation letter containing a unique PIN (personal identification number) or password. Keep this information in a safe place as you will need it if you choose to lift the freeze.

Please note that if you do place a security freeze prior to enrolling in the Identity Force service as described above, you will need to remove the freeze in order to sign up for the credit monitoring service. After you sign up for the service, you may refreeze your credit file.

**Additional Helpful Resources:** Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit report periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Be sure to obtain a copy of the police report as many creditors will want the information it contains to absolve you of the fraudulent debts. You may also file a complaint with the FTC by contacting the agency on the web at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft), by phone at 1-877-IDTHEFT (877) 438-4338), or by mailing the Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. In addition, you may obtain information from the FTC about fraud alerts and security freezes.

