



NORTH AMERICAN RESCUE®

Education and Training

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19 December 2022

RE: Notice of Data Breach
Please read this entire letter.

On behalf of NAR Training, LLC DBA North American Rescue Education and Training we write to inform you of a data security incident potentially involving some of your personal information. We take the protection of your information very seriously, and we are contacting you directly to explain the circumstances of the incident and the steps we are taking in response.

What Happened?

In mid-November 2022, we learned that we were targeted in a ransomware cyber-attack. We took steps to understand the scope of the incident, secured our information technology systems, and contacted law enforcement. As part of our investigation, which is still ongoing, we discovered that certain files containing information related to you may have been obtained without authorization. We do not have any evidence as of this time that the information in those files has been made public or that any identity theft or fraud has been committed to date.

What Information Was Involved?

The investigation is ongoing, but we believe the affected information that may have been obtained without authorization included driver’s license numbers, social security numbers, and other personal information.

What We Are Doing To Protect Your Information:

Please be assured that we have taken numerous steps to address the incident. Upon discovery of the incident, our cybersecurity team immediately took a series of actions, including hiring third-party forensic experts to assist us in investigating and responding to this matter on an expedited basis. We also implemented increased security measures to further protect our systems.

To help protect your personal information, we are providing you with identity detection and resolution tools through Experian, one of the leading credit and identity monitoring companies, through a complimentary 24-month membership to Experian’s® IdentityWorksSM. ***To activate this membership and start monitoring your personal information, please follow the steps in Attachment 1.***

What You Can Do:

Please see Attachment 2 for further steps you can take to protect your personal information as well as additional important information. We also encourage you to report any suspicious computer-related activity to the appropriate authorities.

Conclusion:

As noted, please see the attachments for instructions on how to enroll in Experian's® IdentityWorksSM, further steps you can take to protect your personal information, and additional important information.

We sincerely apologize for this incident and regret any inconvenience it may cause. Should you have questions or concerns regarding this matter, please call customer number: 1-833-514-1011. Thank you.

Sincerely,



Andy Goldy
Chief Operating Officer

ATTACHMENT 1 Experian Credit Monitoring

How to enroll in Experian's[®] IdentityWorksSM

- Ensure that you **enroll by: March 31, 2023** Your **activation code** will not work after this date.
- **Visit** the Experian IdentityWorks website to enroll:
<https://www.experianidworks.com/credit>
- 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 online, please contact Experian's customer care team at 1-833-514-1011 by March 31, 2023. Be prepared to provide engagement number B082615 as proof of eligibility for IdentityWorks.

ADDITIONAL DETAILS REGARDING THE 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:

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

You may 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 file for indicators of fraud.
- **Identity Restoration:** Identity Restoration agents are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARETM:** 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^{**}:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your personal information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 1-833-514-1011. 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 Identity Restoration support is available as part of the membership being provided at no cost to you and is effective from the date of this letter. Registration is not required to access the service provided by Experian's Identity Restoration Specialists. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

****** 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.

ATTACHMENT 2 Additional Resources

Monitor Your Accounts

We recommend that you regularly review statements from your accounts and periodically obtain 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, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase 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 30374-0241
1-800-685-1111
www.equifax.com

Experian
P.O. Box 9701
Allen, TX 75013-9701
1-888-397-3742
www.experian.com

TransUnion®
P.O. Box 1000
Chester, PA 19016-1000
1-800-888-4213
www.transunion.com

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. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

Credit Freeze

You have the right to put a security freeze, also known as a credit freeze, on your credit file, so that no new credit can be 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. If you place a credit freeze, potential creditors and other third parties will not be able to access your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. Should you wish to place a credit freeze, please contact all three major consumer reporting agencies listed below.

Equifax
P.O. Box 105788
Atlanta, GA 30348-5788
1-800-685-1111
[www.equifax.com/personal/
credit-report-services](http://www.equifax.com/personal/credit-report-services)

Experian
P.O. Box 9554
Allen, TX 75013-9554
1-888-397-3742
[www.experian.com/
freeze/center.html](http://www.experian.com/freeze/center.html)

TransUnion
P.O. Box 2000
Chester, PA 19016-2000
1-888-909-8872
[www.transunion.com/
credit-freeze](http://www.transunion.com/credit-freeze)

You must separately place a credit freeze on your credit file at each credit reporting agency. The following information should be included when requesting a credit freeze:

- 1) Full name, with middle initial and any suffixes;
- 2) Social Security number;
- 3) Date of birth (month, day, and year);
- 4) Current address and previous addresses for the past five (5) years;
- 5) Proof of current address, such as a current utility bill or telephone bill;
- 6) Other personal information as required by the applicable credit reporting agency;

If you request a credit freeze online or by phone, then the credit reporting agencies have one (1) business day after receiving your request to place a credit freeze on your credit file report. If you request a lift of the credit freeze online or by phone, then the credit reporting agency must lift the freeze within one (1) hour. If you request a credit freeze or lift of a credit freeze by mail, then the credit agency must place or lift the credit freeze no later than three (3) business days after getting your request.

Fraud Alerts

You also have the right to place an initial or extended fraud alert on your file at no cost. An initial fraud alert lasts 1-year and is placed on a consumer's 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. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting 7 years. Should you wish to place a fraud alert, please contact any one of the agencies listed below. The agency you contact will then contact the other two credit agencies.

Equifax P.O. Box 105788 Atlanta, GA 30348-5788 1-888-766-0008 www.equifax.com/personal/ credit-report-services	Experian P.O. Box 9554 Allen, TX 75013-9554 1-888-397-3742 www.experian.com/ fraud/center.html	TransUnion P.O. Box 2000 Chester, PA 19016-2000 1-800-680-7289 www.transunion.com/fraud- victim-resource/place-fraud-alert
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Additional Information

You can further educate yourself regarding identity theft and the steps you can take to protect yourself, by contacting your state 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.

The Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-ID-THEFT (1-877-438-4338)
TTY: 1-866-653-4261
www.ftc.gov/idtheft

- Alabama Residents: The Attorney General can be contacted at 1-800-392-5658 or <https://www.alabamaag.gov/consumercomplaint>.
- Alaska Residents: The Attorney General can be contacted at 1031 West 4th Ave., Suite 200, Anchorage, AK 99501-1994; 1-888-576-2529; or http://www.law.alaska.gov/department/civil/consumer/cp_complaint.html.
- Arizona Residents: The Attorney General can be contacted at 2005 North Central Avenue, Phoenix, AZ 85004; 602-542-5025; or <https://www.azag.gov/consumer/data-breach>.
- Arkansas Residents: The Attorney General can be contacted at 323 Center Street, Suite 200, Little Rock, AR 72201; 1-800-482-8982; consumer@ArkansasAG.gov; or <https://arkansasag.gov/forms/file-a-consumer-complaint/>.

- California Residents: The California Office of Privacy Protection can be contacted at 1300 “I” Street, Sacramento, CA 95814-2919; 800-952-5225; or www.oag.ca.gov/privacy.
- Colorado Residents: The Attorney General can be contacted at 1300 Broadway, 10th Floor, Denver, CO 80203; 720-508-6000; or <https://coag.gov/resources/data-protection-laws/>.
- Connecticut Residents: The Attorney General can be contacted at 165 Capitol Avenue, Hartford, CT 06106; 860-808-5420 or 860-808-5318; or <https://portal.ct.gov/AG/General/Report-a-Breach-of-Security-Involving-Computerized-Data>.
- Delaware Residents: The Delaware Fraud & Consumer Protection Division can be contacted at 820 N. French Street, Wilmington, DE 19801; 302-577- 8600; or <https://attorneygeneral.delaware.gov/fraud/cpu/idtheft/>.
- Florida Residents: The Attorney General can be contacted at 1-866-966-7226 or <https://www.myfloridalegal.com/pages.nsf/Main/18A7753257FE439085256CC9004EC4F7>.
- Georgia Residents: The Attorney General can be contacted at 2 Martin Luther King Jr. Drive, Suite 356, Atlanta, GA 30334-9077; 800-869-1123; or <https://consumer.georgia.gov/consumer-topics/identity-theft-what-do-if-it-happens-you>.
- Hawaii Residents: The Hawaii Department of Commerce and Consumer Affairs can be contacted at 335 Merchant Street, Honolulu, HI 96813; 808-587-3222; or <https://cca.hawaii.gov/identity-theft-information/>.
- Idaho Residents: The Attorney General can be contacted at 700 W. Jefferson Street, P.O. Box 83720, Boise, ID 83720-0010; 208-334-2400; or <https://www.ag.idaho.gov/>.
- Illinois Residents: The Attorney General can be contacted at 100 West Randolph Street, Chicago, IL 60601; 1-800-386-5438 or <https://ccformsubmission.ilag.gov/>.
- Indiana Residents: The Attorney General can be contacted at 302 W. Washington Street, 5th Floor, Indianapolis, IN 46204; 1-800-382-5516; or <https://www.in.gov/attorneygeneral/consumer-protection-division/id-theft-prevention/complaint-form>.
- Iowa Residents: The Attorney General can be contacted at Office of Attorney General of Iowa, Hoover State Office Building, 1305 E. Walnut Street, Des Moines, IA 50319; 515 281-5926; or www.iowaattorneygeneral.gov. You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.
- Kansas Residents: The Attorney General can be contacted at 120 SW 10th Ave, 2nd Floor, Topeka, KS 66612-1597; 785-296-2215; or <https://ag.ks.gov/in-your-corner-kansas/>.
- Kentucky Residents: The Attorney General can be contacted at 700 Capitol Avenue, Suite 118, Frankfort, Kentucky 40601; (502) 695-5300; or <https://ag.ky.gov/Pages/default.aspz>.
- Louisiana Residents: The Attorney General can be contacted at 1885 N. Third Street, Baton Rouge, LA 70802; 1-800-351-4889; or <https://www.ag.state.la.us/Page/DataBreach>.

- Maine Residents: The Attorney General can be contacted at 6 State House Station, Augusta, ME 04333; 207-626-8800; or https://www.maine.gov/ag/consumer/complaints/complaint_form.shtml.
- Maryland Residents: The Attorney General can be contacted at 200 St. Paul Place, Baltimore, MD 21202; 410-576-6300; or <https://www.marylandattorneygeneral.gov/Pages/IdentityTheft/default.aspx>. Further information about security breach response and identity theft prevention and protection can be obtained from Maryland's Office of the Attorney General.
- Massachusetts Residents: The Attorney General can be contacted at One Ashburton Place, 18th Floor, Boston, MA 02108; 617-727-8400; or <https://www.mass.gov/how-to/file-a-consumer-complaint#:~:text=You%20can%20reach%20us%20at,time%20using%20our%20online%20form>. You have a right to request from us a copy of any police report filed in connection with this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.
- Michigan Residents: The Attorney General can be contacted at 525 W. Ottawa Street, P.O. Box 30212, Lansing, MI 48909; 877-765-8388; or <https://www.michigan.gov/ag/>.
- Minnesota Residents: The Attorney General can be contacted at 445 Minnesota Street, Suite 1400, St. Paul, MN 55101; 517-335-7622; or <https://www.ag.state.mn.us/Consumer/Publications/PersonalInformationBreaches.asp>.
- Mississippi Residents: The Attorney General can be contacted at 550 High Street, Jackson MS 39201; 601-359-3680; or <https://www.ago.state.ms.us/divisions/consumer-protection/>.
- Missouri Residents: The Attorney General can be contacted at Supreme Court Building, 207 W. High St., P.O. Box 899, Jefferson City, MO 65102; 800-392-8222; or <https://ago.mo.gov/app/consumercomplaint>.
- Montana Residents: The Attorney General can be contacted at 215 N Sanders Street, Helena, MT 59620-0151; 800-498-6455; or <https://dojmt.gov/consumer/affected-data-breach/>.
- Nebraska Residents: The Attorney General can be contacted at 2115 State Capitol, Lincoln, NE 68509; 800-727-6432; or <https://protectthegoodlife.nebraska.gov/data-breach-notification>.
- Nevada Residents: The Attorney General can be contacted at 100 North Carson Street, Carson City, NV 89701; 702-486-3132; or https://ag.nv.gov/Hot_Topics/Victims/IDTheft/.
- New Hampshire Residents: The Attorney General can be contacted at 33 Capitol Street, Concord, NH 03301; 888-468-4454; or <https://www.doj.nh.gov/consumer/>.
- New Jersey Residents: The Attorney General can be contacted at 124 Halsey Street, Newark, NJ 07101; 973-504-6200; or <https://www.njconsumeraffairs.gov/ocp/Pages/default.aspx>.

- New Mexico Residents: The Attorney General can be contacted at 408 Galisteo Street, Santa Fe, NM 87501; 844-255-9210; or <https://www.nmag.gov/file-a-complaint.aspx>. 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, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you would get based on information in your credit report; and you may seek damages from a violator. 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. You can review your rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.
- New York Residents: The Attorney General can be contacted at The Capitol, Albany, NY 12224-0341; 1 (800) 771-7755; or <https://ag.ny.gov/internet/privacy-and-identity-theft>. Further information about security breach response and identity theft prevention and protection can be obtained from New York’s Office of the Attorney General.
- North Carolina Residents: The Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001: (919) 716-6000; or <https://ncdoj.gov/protecting-consumers/protecting-your-identity/protect-your-business-from-id-theft/security-breach-information/security-breach-advice/>. Further information about preventing identity theft can be obtained from North Carolina’s Office of the Attorney General.
- North Dakota Residents: The Attorney General can be contacted at 600 E. Boulevard Ave Dept. 125, Bismarck ND 58505; 1-800-472-2600; ndag@nd.gov; or <https://attorneygeneral.nd.gov/consumer-resources/consumer-complaints>.
- Ohio Residents: The Attorney General can be contacted at 30 E. Broad St., 14th Floor Columbus, OH 43215; 800-282-0515; <https://www.ohioattorneygeneral.gov/Files/Forms/Forms-for-Consumers/ConsumerComplaintForm3292012-pdf.aspx>.
- Oklahoma Residents: The Attorney General can be contacted at 313 NE 21st Street, Oklahoma City, OK 73105; 833-681-1895; or <https://www.oag.ok.gov/consumer-protection>.
- Oregon Residents: The Attorney General can be contacted at 877-877-9392 or <https://www.doj.state.or.us/consumer-protection/>. You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.
- Pennsylvania Residents: The Attorney General can be contacted at 16th Floor, Strawberry Square, Harrisburg, PA 17120; 800-441-2555; or <https://www.attorneygeneral.gov/protectyourself/identity-theft/>.

- Puerto Rico Residents: The Puerto Rico Department of Consumer Affairs can be contacted at 787-722-7555 or <https://www.daco.pr.gov/servicios/querellas/>.
- Rhode Island Residents: The Attorney General can be contacted at 150 South Main Street, Providence, RI 02903; (401) 274-4400; or <https://riag.ri.gov/about-our-office/divisions-and-units/civil-division/public-protection/consumer-protection>. Further information about preventing identity theft can be obtained from the Office of the Attorney General. Under Rhode Island law, you have the right to file and obtain a copy of a police report. You are advised that fees may be required to be paid to the consumer reporting agencies.
- South Carolina Residents: The Attorney General Consumer Affairs Division can be contacted at 293 Greystone Boulevard, Suite 400; 803-734-4200; or <https://consumer.sc.gov/identity-theft-unit>.
- South Dakota Residents: The Attorney General Division of Consumer Protection can be contacted at 1302 E HWY 14, Suite 3, Pierre, SD 57501; 605-773-4400; or <https://consumer.sd.gov/fastfacts/securitybreach.aspx>.
- Tennessee Residents: The Attorney General can be contacted at P.O. Box 20207, Nashville, Tennessee, 37202; 615-251-5185; or <https://www.tn.gov/content/tn/attorneygeneral/working-for-tennessee/consumer/resources.html>.
- Texas Residents: The Attorney General can be contacted at P.O. Box 12548, Austin, TX, 78711-2548; 800-621-0508; or <https://www.texasattorneygeneral.gov/consumer-protection/identity-theft>. Visit <http://txoag.force.com/CPDOnlineForm> for its consumer complaint form.
- Utah Residents: The Attorney General can be contacted at P.O. Box 142320, Salt Lake City, UT 84114-2320; 801-366-0260; or <https://attorneygeneral.utah.gov/utah-consumer-protection/>.
- Vermont Residents: The Attorney General can be contacted at 109 State St, Montpelier, VT 05609; 800-649-2424; or <https://ago.vermont.gov/privacy-data-security/>.
- Virginia Residents: The Attorney General can be contacted at 804-786-2042 or <https://www.oag.state.va.us/consumer-protection/index.php/get-help/contact-us2>.
- Washington Residents: The Attorney General can be contacted at 800 5th Ave. Ste. 2000, Seattle, WA 98104-3188; 206-464-6684; or more information may be found at <https://www.atg.wa.gov/fileacomplaint.aspx>.
- Washington D.C. Residents: The Attorney General can be contacted at 400 6th Street, NW, Washington, DC 20001; 202-727-3400; or <https://oag.dc.gov/>. Further information about preventing identity theft can be obtained from the Office of the Attorney General.
- West Virginia Residents: The Attorney General can be contacted at State Capitol Complex, Bldg 1, Rm E-26, 1900 Kanawha Blvd E, Charleston, WV 25305; 1-800-368-8808; or <https://ago.wv.gov/consumerprotection/Pages/Identity-Theft-Prevention.aspx>.

- Wisconsin Residents: The Attorney General can be contacted at 2811 Agriculture Dr., P.O. Box 8911, Madison, WI 53708-8911 or 608-266-1221. For more information on Identity Theft and Privacy Protection, visit:
<https://datcp.wi.gov/Pages/Publications/IDTheftPrivacyProtectionFactSheets.aspx>.
- Wyoming Residents: The Attorney General can be contacted at 109 State Capitol, Cheyenne, WY 82002; 1-800-438-5799; or <https://ag.wyo.gov/law-office-division/consumer-protection-and-antitrust-unit>.