

EXHIBIT 1

The investigation into this matter is ongoing, and this notice will be supplemented with new significant facts learned subsequent to its submission. Interstate Restoration, LLC (“Interstate”) continues to review data that may have been accessed to assess if additional individuals were potentially affected. By providing this notice, Interstate does not waive any rights or defenses regarding the applicability of Maine law, the applicability of the Maine data event notification statute, or personal jurisdiction.

Nature of the Data Event

On or about July 11, 2020, Interstate became aware of suspicious activity in its IT environment and immediately initiated an investigation. As part of the investigation, which was conducted with the assistance of third-party forensic specialists, Interstate determined that an unauthorized actor accessed their network and certain information stored on the network. Therefore, Interstate conducted a comprehensive review of information at risk to determine the type of information at issue and to whom the information related. This review was completed on October 1, 2020, and a process to identify contact information was initiated. Although there is no evidence that personal information was actually viewed by the unauthorized actor, Interstate provided potentially affected individuals with notice of the incident in an abundance of caution. The information that could have been subject to unauthorized access includes name, address and Social Security number.

Notice to Maine Resident

On or about November 20, 2020, Interstate provided written notice of this incident to affected individuals, which includes one (1) Maine resident. Written notice is being provided in substantially the same form as the letter attached here as *Exhibit A*.

Other Steps Taken and To Be Taken

Upon discovering the event, Interstate moved quickly to investigate and respond to the incident, assess the security of its systems, and notify potentially affected individuals. Interstate is also working to implement additional safeguards and training to its employees. Interstate is providing individuals whose personal information was potentially affected by this incident with access to credit monitoring services for one (1) year through Kroll at no cost to these individuals.

Additionally, Interstate is providing impacted individuals with guidance on how to better protect against identity theft and fraud, including advising individuals to report any suspected incidents of identity theft or fraud to their credit card company and/or bank. Interstate is providing individuals with information on how to place a fraud alert and security freeze on one's credit file, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud. Interstate is also notifying state regulators as required.

EXHIBIT A



<<Date>> (Format: Month Day, Year)

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country >>

RE: Notice of Data Security Breach

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

Interstate Restoration, LLC (“Interstate”) is writing to inform you of an incident that may affect the privacy of some of your personal information. Although we have no evidence of actual misuse of your information, this letter provides details of the incident, our investigation, and steps you can take to help protect your information should you feel it is appropriate to do so.

What Happened? On July 11, 2020, Interstate became aware of suspicious activity in its IT environment and immediately initiated an investigation. As part of the investigation, which was conducted with the assistance of third-party forensic specialists, we determined that an unauthorized actor accessed our network and certain information stored on the network. Therefore, Interstate conducted a comprehensive review of information at risk to determine the type of information at issue and to whom the information related. This review was completed on October 1, 2020. We also identified appropriate address information for potentially affected individuals. Although there is no evidence that your information was actually viewed by an unauthorized actor, we are providing this notice to you in an abundance of caution.

What Information Was Involved? We determined that the type of information potentially impacted by this incident includes your: <<b2b_text_1(DataElements)>>.

What We Are Doing. Interstate takes the security of personal information in our care very seriously. You are being notified because your personal information may have been subject to unauthorized access. Upon discovering this incident, we moved quickly to secure our network, investigate, and notify potentially impacted individuals.

What Can You Do? We arranged to have Kroll provide credit monitoring and identity protection services to you for one (1) year at no cost to you as an added precaution. Please review the enclosed *Steps You Can Take to Help Protect Your Information* for instructions on how to enroll in these services.

For More Information. We understand that you may have questions about the incident that are not addressed in this letter. If you have additional questions, or need assistance, please call 1-???-???-???? Monday through Friday from 8:00 am to 5:30 pm Central Time.

Interstate remains committed to safeguarding information in our care, and we will continue to take proactive steps to enhance the security of our systems. We regret any inconvenience this incident may cause you.

Sincerely,

A handwritten signature in black ink, appearing to read "MK" or similar initials.

Matthew Kristofco
General Counsel
Interstate Restoration, LLC

Steps You Can Take to Help Protect Your Information

Activate Identity Monitoring

To help relieve concerns and restore confidence following this incident, we have secured the services of Kroll to provide identity monitoring at no cost to you for one year. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

Visit <https://enroll.idheadquarters.com> to activate and take advantage of your identity monitoring services.

You have until **February 25, 2021** to activate your identity monitoring services.

Membership Number: <<Member ID>>

Monitor Your Accounts

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 activity. Under U.S. law, you are entitled to one (1) free credit report annually from each of the three (3) major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

You have the right to place a “security freeze” on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report, without your express authorization. The security 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 security freeze, to take control over who gets access to the personal and financial information in your credit report, 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 security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

Experian

P.O. Box 9554
Allen, TX 75013
1-888-397-3742

www.experian.com/freeze/center.html

TransUnion

P.O. Box 160
Woodlyn, PA 19016
1-888-909-8872

www.transunion.com/credit-freeze

Equifax

P.O. Box 105788
Atlanta, GA 30348-5788
1-800-685-1111

www.equifax.com/personal/credit-report-services

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

As an alternative to a security freeze, you have the right to place an initial or extended “fraud alert” on your file at no cost. An initial fraud alert is a 1-year alert that 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 seven years. Should you wish to place a fraud alert, please contact any one of the agencies listed below:

Experian

P.O. Box 2002
Allen, TX 75013
1-888-397-3742

www.experian.com/fraud/center.html

TransUnion

P.O. Box 2000
Chester, PA 19106
1-800-680-7289

www.transunion.com/fraud-victim-resource/place-fraud-alert

Equifax

P.O. Box 105069
Atlanta, GA 30348
1-888-766-0008

www.equifax.com/personal/credit-report-services

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580, www.identitytheft.gov, 1-877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. 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 and your state Attorney General. This notice has not been delayed by law enforcement.

For Maryland residents, the Attorney General can be contacted at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202, 1-410-528-8662, www.oag.state.md.us.

For North Carolina residents, the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-566-7226 or 1-919-716-6000, www.ncdoj.gov. You can obtain information from the Attorney General or the Federal Trade Commission about preventing identity theft.

For Rhode Island residents, the Rhode Island Attorney General can be reached at 150 South Main Street, Providence, Rhode Island 02903; www.riag.ri.gov, 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. [There are 2 Rhode Island residents impacted by this incident.](#)

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

For Washington, D.C. residents, the Office of Attorney General for the District of Columbia can be reached at 441 4th Street NW, Suite 1100 South, Washington, D.C. 20001; 1-202-442-9828; <https://oag.dc.gov>.

TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services from Kroll:

Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you will have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.