



C/O ID Experts  
10300 SW Greenburg Rd. Suite 570  
Portland, OR 97223

To Enroll, Please Call:  
(800) 939-4170  
Or Visit:  
<https://app.myidcare.com/account-creation/protect>  
Enrollment Code: <<XXXXXXXXXX>>

<<First Name>> <<Last Name>>  
<<Address 1>> <<Address 2>>  
<<City>> <<State>> <<Zip>>

July 23, 2020

**Re:** Notice of Data Breach

Dear <<Name>>:

We are writing to let you know about a security incident that we experienced that may have involved certain personal information about you.

**What Happened**

On June 25, 2020, Cargolux learned that one of its email accounts was impacted by a sophisticated cyber attack that resulted in an unauthorized party accessing the account. The impacted account may have contained employee information that Cargolux collected for administrative purposes.

Cargolux has retained an independent, third-party consultant to investigate this matter. At this stage in the investigation, there is evidence that the account may have been compromised between May 4, 2020, and June 25, 2020. Because Cargolux cannot conclusively rule out the possibility that your information may have been accessed or acquired, we are writing to notify you of this incident.

**What Information Was Involved**

The compromised account contained information that Cargolux processes for purposes of workforce administration. In particular, the unauthorized party may have been able to access or acquire your name, along with one or more of the following types of personal information:

- Social Security number
- Government-issued ID number
- Contact details

**What We Are Doing**

In addition to conducting an investigation, Cargolux has reset the password for the email account affected by the incident and has blocked IP addresses identified as being used by the unauthorized party in association with the incident.

**What You Can Do**

As a precaution to protect against potential misuse of your personal information, we recommend that you regularly monitor your records, account statements, and free credit reports. You should remain vigilant for incidents of fraud and identity theft. You are entitled to obtain a free annual credit report from each of the nationwide credit reporting companies—Equifax, Experian, and TransUnion. To do so, please go to [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228. If you notice any suspicious activity, you should promptly report such activity to your service provider, the proper law enforcement agencies, the Federal Trade Commission, and your state’s attorney general.

You may also place a fraud alert on your credit file. Adding a fraud alert to your credit report file makes it more difficult for someone to get credit in your name by requiring creditors to follow certain procedures. However, this may also delay your ability to obtain credit. No one is allowed to place a fraud alert on your credit report except you, so if you elect to do so, please follow the instructions below to place the alert. To place a fraud alert on your file, contact one of the three nationwide credit reporting agencies; the first agency that processes your fraud alert will notify the others to do so as well. You may also add a security freeze to your credit report file to prohibit a credit reporting agency from releasing information from your credit report without your prior written authorization. In some cases, agencies may charge a fee to place or remove such a freeze.

**Equifax**

Consumer Fraud Division  
P.O. Box 740256  
Atlanta, GA 30374  
[www.equifax.com](http://www.equifax.com)  
1-800-525-6285

**Experian**

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

**TransUnion**

Fraud Victim Assistance Department  
P.O. Box 2000  
Chester, PA 19016  
[www.transunion.com](http://www.transunion.com)  
1-800-680-7289

You may contact the FTC or your state's consumer protection authority to obtain additional information about avoiding identity theft.

Federal Trade Commission  
Consumer Response Center  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
1-877-FTC-HELP (1-877-382-4357) / [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)

New York State Office of the Attorney General  
[www.ag.ny.gov/](http://www.ag.ny.gov/)  
1-800-771-7755

Maryland Office of the Attorney General  
200 St. Paul Place  
Baltimore, MD 21202  
<https://www.marylandattorneygeneral.gov>  
1-888-743-0023

Contact information for other state attorneys general is available here: <https://www.naag.org/naag/attorneys-general/whos-my-ag.php>

**Credit Monitoring**

We are offering identity theft protection services through ID Experts®, the data breach and recovery services expert, to provide you with MyIDCare™. MyIDCare services include: 12 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed id theft recovery services. With this protection, MyIDCare will help you resolve issues if your identity is compromised.

We encourage you to contact ID Experts with any questions and to enroll in free MyIDCare services by calling 1-800-939-4170 or going to <https://app.myidcare.com/account-creation/protect> and using the Enrollment Code provided above. MyIDCare experts are available Monday through Friday from 6 am - 6 pm Pacific Time. Please note the deadline to enroll is October 23, 2020.

Again, at this time, there is no evidence that your information has been misused. However, we encourage you to take full advantage of this service offering. MyIDCare representatives have been fully versed on the incident and can answer questions or concerns you may have regarding protection of your personal information.

**For More Information**

We take our responsibility to safeguard your personal information seriously and remain committed to protecting your privacy and the security of your personal information. If you have any questions about this incident, please do not hesitate to contact our dedicated assistance line at (800) 939-4170 from Monday through Friday from 6 am - 6 pm Pacific Time (excluding major U.S. holidays).

Sincerely,

**Richard FORSON**

President & CEO

Cargolux Airlines International S.A.