

The McGregor Company  
P.O. Box 740  
Colfax, WA 99111



Dedicated People Who Care.



**Via First-Class Mail**

May 19, 2023

Dear [REDACTED],

I am writing to you today with the difficult task of notifying you of an unfortunate event that occurred to our technology systems last month. A couple of weeks ago, our network systems were compromised by a unauthorized third party. This access took place over a few days and ultimately led to this third party viewing and potentially copying confidential information. You are receiving this note because personal information related to you was potentially viewed or copied by this third party.

I want you to know that I and the entire McGregor team take this situation very seriously. Upon learning of this incident, we took immediate steps, working in conjunction with experts, to shut down this access, determine what had occurred, and take steps to restore our systems. We notified the FBI of this incident and are cooperating with their investigation. Additionally, we have also taken steps to protect our systems from unauthorized access in the future.

Our family business, like those of our customers, most precious resource is our people and our reputation. Our focus for over 140 years has been of being a trusted source for innovation, and a dedicated partner to those we are privileged to serve. We are deeply frustrated by this situation, and we are doing everything in our power to ensure that we remain in the best position to serve our customers for many decades into the future. In addition to that, we want to assure you we are doing all that we can to ensure a situation like this never happens again. We understand that we have let you down in this all-too-common situation where a remote attacker compromises the security of a business and the trust of its people and customers.

Attached to this letter you will find instruction to sign up for free credit monitoring. I would encourage you to utilize this service, as I will be doing myself.

Also included is a FAQ document detailing questions you may have about this incident. Should you have additional questions you may reach out to me directly at (509) 397-4355.

Again, I want to thank you for your work with The McGregor Company and to ensure you that we are doing all that we can to keep your information secure and to forever be “dedicated people who care”.

Sincerely,

Ian McGregor  
President  
The McGregor Company

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## Frequently Asked Questions

### **Why am I receiving this letter?**

You are receiving this letter because information about you, stored by The McGregor Company (potentially including name, date of birth, Social Security number, drivers license number, bank account and routing number) were potentially viewed or copied by an unauthorized 3rd party.

### **Does this include credit card numbers or other credit card related information?:**

The McGregor Company does not store credit card numbers for employees, customers or other parties. If you have used a credit card with The McGregor Company this information was not stored on our systems and so was not potentially read or copied.

### **When did McGregor become aware of this incident:**

Our systems were severely impacted on April 14th. Within an hour we engaged the services of an outside firm to assist us with determining the extent of the damage to our systems, and to begin analyzing if data was potentially viewed or copied. During that investigation we became aware that some personally identifiable information was potentially viewed or accessed by an unauthorized 3rd party.

### **What steps has McGregor taken since then:**

We immediately shut down all external access to our systems and network when we became aware of this incident. With the assistance of internal and external teams we reset all security credentials, and implemented new procedures to secure our systems from any ongoing access. These changes will make our systems more secure in the future.

### **What steps should I take to protect my information?:**

Attached is complementary credit monitoring. We would encourage you to utilize this service. It is also a good idea to ensure that you're reviewing personal credit reports and have implemented a "lock" on electronic transactions from your bank.

### **Is My Identity At Risk?:**

While we believe that your personal information may have been read or copied, we have uncovered no evidence suggesting your information has been misused. In past incidents like this, the risk of identity theft is relatively low. While the possibility of actual identity theft is rare, we would encourage you to sign up for the provided monitoring and to take additional steps to keep your identity safe.

### **Where can I get help setting up my credit monitoring?:**

Please log on to <https://secure.identityforce.com/benefit/mcgregorco> and follow the instructions provided in the Notice below.

### **I have additional questions for McGregor:**

If you have additional questions for The McGregor Company please feel free to email or call (509) 397-4355 or [questions@mcgregor.com](mailto:questions@mcgregor.com).

Notice of Data Security Incident

Your personal information may have been exposed. The McGregor Company takes your privacy and security seriously. As such, this notice contains details about the incident and resources to help protect your personal information going forward.

What Happened:

On April 14, 2023, The McGregor Company experienced a network security incident that involved an unauthorized party gaining access to our network environment. Upon detecting the incident, we immediately shut off all access to the network and engaged a specialized third-party forensic incident response firm to assist with securing the network environment and investigating the extent of unauthorized activity. The McGregor Company's network has been secured.

We have found no evidence that your information has been misused. However, the investigation determined that the unauthorized third party may have acquired certain personal information as a result of this incident.

What Information Was Involved:

Again, we found no evidence that your information has been specifically misused; however, it is possible that the following personal information could have been acquired by an unauthorized third party: first name, last name, Social Security number, date of birth, and banking information. We maintain this information for administrative, payroll, and human resources purposes.

What We Are Doing:

Data security is among The McGregor Company's highest priorities. Upon detecting this incident we moved quickly to initiate a response, which included conducting an investigation with the assistance of third-party IT specialists and confirming the security of our network environment. We are also reviewing and enhancing our technical safeguards to prevent a similar incident.

Additionally, in response to the incident, we are providing you with access to Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score services at no charge. These services provide you with alerts for from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place with the bureau. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud. These services will be provided by Cyberscout through Identity Force, a TransUnion company specializing in fraud assistance and remediation services.

What You Can Do:

To enroll in Credit Monitoring services at no charge, please log on to <https://secure.identityforce.com/benefit/mcgregorco> and follow the instructions provided. When prompted please provide the following unique code to receive services: [REDACTED]. In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

**Please keep this letter, as you will need to reference the enrollment code above when calling or enrolling online.**



For More Information:

We encourage you to take full advantage of these services. Enclosed you will find additional materials regarding the resources available to you, and the steps you can take to further protect your personal information.

The McGregor Company values the security of the personal data that we maintain, and understand the frustration, concern, and inconvenience that this incident may have caused.

**Additional Information**

**Credit Reports:** You may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your free credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com), or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

**Security Freeze:** You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse or a minor under the age of 16, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. As of September 21, 2018, it is free to place, lift, or remove a security freeze. You may also place a security freeze for children under the age of 16. You may obtain a free security freeze by contacting any one or more of the following national consumer reporting



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<p><b>Equifax Security Freeze</b>  P.O. Box 105788  Atlanta, GA 30348  1-800-349-9960  <a href="https://www.equifax.com/personal/credit-report-services/credit-freeze/">https://www.equifax.com/personal/credit-report-services/credit-freeze/</a></p>	<p><b>Experian Security Freeze</b>  P.O. Box 9554  Allen, TX 75013  1-888-397-3742  <a href="http://www.experian.com/freeze/center.html">www.experian.com/freeze/center.html</a></p>	<p><b>TransUnion Security Freeze</b>  P.O. Box 160  Woodlyn, PA 19094  1-800-909-8872  <a href="http://www.transunion.com/credit-freeze">www.transunion.com/credit-freeze</a></p>
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**Fraud Alerts:** You can place fraud alerts with the three credit bureaus by phone and online with:

- Equifax ([https://assets.equifax.com/assets/personal/Fraud\\_Alert\\_Request\\_Form.pdf](https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf));
- TransUnion (<https://www.transunion.com/fraud-alerts>); or
- Experian (<https://www.experian.com/fraud/center.html>).

A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. As of September 21, 2018, initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for all three credit bureaus are at listed above.

**Monitoring:** You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

**File Police Report:** You have the right to file or obtain a police report if you experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide proof that you have been a victim. A police report is often required to dispute fraudulent items. You can generally report suspected incidents of identity theft to local law enforcement or to the Attorney General.

**FTC and Attorneys General:** 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](http://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. 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, 1-888-743-0023, and [www.oag.state.md.us](http://www.oag.state.md.us).

**For New Mexico residents**, 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 get based on information in your credit report; and you may seek damages from violators. 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. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://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.

**For North Carolina residents**, the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-566-7226 or 1-919-716-6400, and [www.ncdoj.gov](http://www.ncdoj.gov).

**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, and <https://ag.ny.gov/>.

**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](http://www.riag.ri.gov), and 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident