

[DATE]

[EMAIL ADDRESS]

## **NOTICE OF DATA BREACH**

Dear [INDIVIDUAL NAME]:

We respect the privacy of your information, which is why, as a precautionary measure, we are writing to let you know about a data security incident that may involve your personal information.

On January 17, 2023, CommuteAir LLC received notification from a security researcher of a potential data exposure of certain information maintained on a company server. This information included a 2019 sample of the federal no-fly list which was used for system testing, flight information and certain employee data. We took immediate steps to take the server offline and to investigate the extent of the data exposure and access.

**WHAT STEPS ARE WE TAKING TO IMPROVE CYBERSECURITY:** This incident is separate from the November 2022 data breach from a hacker. Since that time, we have been working with Mandiant, an industry-leading cybersecurity firm used by United Airlines, to modernize our systems and protocols. My cybersecurity team is using our Envision Design Build Activate (EDBA) project management system to implement their recommendations. You may have noticed, for instance, our new system for flagging suspicious emails. Mandiant is also engaged in this incident, and we have reported the exposure to the Cybersecurity and Infrastructure Security Agency (CISA). We will continue to upgrade and harden our systems throughout 2023.

**WHAT INFORMATION WAS INVOLVED:** The potential data exposed included personally identifiable information including name, date of birth, phone number, address, last four digits of social security number, and information specific to flight crews such as hours flown. Based on our investigation to date, the data accessed did not include any credit card information, payment information, or health-related information.

**WHAT YOU CAN DO:** If your data was exposed in the November 2022 breach, you received a subscription offer to LifeLock Defender™ Choice plan which provides multiple identity theft protection services. If you have not activated your subscription yet, you may still do so until April 20, 2023. If you joined CommuteAir since that time, within the next few days we will send a subsequent email with an offer code for the same subscription. Also, review the attachment to this letter (Steps You Can Take to Further Protect Your Information) for further additional actions you may take. My goal is to preserve the security of your personal information.

**FOR MORE INFORMATION:** For questions or assistance with your IT security, please contact my team at [c5it@commuteair.com](mailto:c5it@commuteair.com) or 440-462-0240.

Sincerely,

Sincerely,

Radha Iyer

Chief Technology Officer

## **Steps You Can Take to Further Protect Your Information**

- **Review Your Account Statements and Notify Law Enforcement of Suspicious Activity**

As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, including the Attorney General's Office in your state and/or the Federal Trade Commission (FTC). A matrix displaying the Attorney General's Office in each state is attached to this letter below.

To file a complaint with the FTC, go to [IdentityTheft.gov](http://IdentityTheft.gov) or call 1-877-ID-THEFT (877-438-4338). Complaints filed with the FTC will be added to the FTC's Identity Theft Data Clearinghouse, which is a database made available to law enforcement agencies.

- **Obtain and Monitor Your Credit Report**

We recommend that you obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can access the request form at <https://www.annualcreditreport.com/requestReport/requestForm.action>. Or you can elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries is provided below:

Equifax  
(866) 349-5191  
[www.equifax.com](http://www.equifax.com)  
P.O. Box 740241  
Atlanta, GA 30374

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

TransUnion  
(800) 888-4213  
[www.transunion.com](http://www.transunion.com)  
2 Baldwin Place  
P.O. Box 1000  
Chester, PA 19016

- **Consider Placing a Fraud Alert on Your Credit Report**

You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

- **Take Advantage of Additional Free Resources on Identity Theft**

We recommend that you review the tips provided by the FTC's Consumer Information website, a valuable resource with some helpful tips on how to protect your information. Additional information is available at <https://www.consumer.ftc.gov/topics/privacy-identity-online-security>.

For more information, please visit [IdentityTheft.gov](https://www.identitytheft.gov) or call 1-877-ID-THEFT (877-438-4338). A copy of Identity Theft – A Recovery Plan, a comprehensive guide from the FTC to help you guard against and deal with identity theft, can be found on the FTC's website at [https://www.consumer.ftc.gov/articles/pdf-0009\\_identitytheft\\_a\\_recovery\\_plan.pdf](https://www.consumer.ftc.gov/articles/pdf-0009_identitytheft_a_recovery_plan.pdf).

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