

# MACKENZIE.

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RiverEast Center, 1515 SE Water Avenue, #100, Portland, OR 97214

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Portland, Oregon Vancouver, Washington Seattle, Washington

date

address

## NOTICE OF DATA BREACH

Dear addressee,

We are writing to notify you that Mackenzie Engineering, Inc. (previously Group Mackenzie) experienced a security incident that may involve your personal information.

**What Happened?** On July 16, 2021, Mackenzie identified the presence of malicious software known as ransomware on some of our computer systems. Ransomware is used by cyber attackers to lock computer systems and files, making them unavailable to users. Following this discovery, Mackenzie's information security team immediately began working to contain the incident and investigate what happened. We also engaged an outside law firm and cybersecurity experts to assist with our response and investigation efforts. Mackenzie's investigation found the earliest evidence of unauthorized access by the ransomware attackers into Mackenzie's network occurred on June 16, 2021, followed by the exfiltration of data and ransomware deployment on July 16, 2021. We have determined that some of the copied files included personal information belonging to Mackenzie employees and former employees.

**What Information Was Involved?** The affected personal information may have included Mackenzie employees' and former employees' names, dates of birth, Social Security numbers, and, in some cases, identification numbers such as passport or driver's license numbers.

**What Are We Doing?** We have hired an outside law firm and cybersecurity experts to help investigate and respond to this attack. Additionally, we have reported the incident to law enforcement. This notice has not been delayed by a law enforcement investigation. Going forward, we have implemented a more secure login process, as well as a more secure connection when working outside the office. We will also continue to have heightened monitoring on our network and servers to protect us from any potential future breaches.

At this time, we have not seen evidence that the personal information copied by the attackers has been used for identity theft or other malicious purposes. Nevertheless, to protect our employees and former employees, we are offering a complimentary 24-month membership of Experian's® IdentityWorks<sup>SM</sup>. This product provides you with identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: October 31, 2021** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll:  
<https://portal.experianidworks.com/enrollment/76>
- Provide your **activation code:** [code]

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

[customer service number] by **October 31,2021**. Be prepared to provide engagement number [engagement #] as proof of eligibility for the identity restoration services by Experian.

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

You can 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.<sup>1</sup>
- **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 ExtendCARE™:** You receive Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance<sup>2</sup>:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at [customer service number]. 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 this Identity Restoration support is available to you for 24 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

**What Can You Do?** Please review the “Further Steps and Contact List” information on the next page of this letter which identifies additional steps to take to protect your information.

**For More Information.** If you have additional questions or concerns about this incident, please contact Barb McCullough at 971-346-3667 or [bmccullough@mcknze.com](mailto:bmccullough@mcknze.com).

We take all privacy and security incidents seriously. We deeply regret any inconvenience this may cause you, and thank you for your understanding.

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<sup>1</sup> Offline members will be eligible to call for additional reports quarterly after enrolling

<sup>2</sup> 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.

Sincerely,

Dietrich Wieland  
President

## FURTHER STEPS YOU CAN TAKE TO PROTECT YOUR INFORMATION AND CONTACT LIST

**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, your state attorney general, and/or the Federal Trade Commission (FTC).

**Copy of Credit Report:** You may 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 print this form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>. You also can contact each one of the three national credit reporting agencies (contact information below).

**Fraud Alert:** 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>.

**Security Freeze:** A security freeze will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement. Under federal law, you may not be charged to place or remove a credit freeze.

**Additional Free Resources on Identity Theft:** You can obtain information from the consumer reporting agencies, FTC (<https://www.identitytheft.gov/>) or from your respective state Attorney General about steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the Federal Trade Commission or to the Attorney General in your state. Residents of Oregon, Maryland, the District of Columbia, North Carolina, and New York can obtain more information from their Attorneys General using the contact information below.

### **Federal Trade Commission**

600 Pennsylvania Ave, NW  
Washington, DC 20580  
consumer.ftc.gov, and  
www.ftc.gov/idtheft  
1-877-438-4338

### **Oregon Attorney General**

100 SW Market Street  
First Floor  
Tilikum Room  
Portland, OR 97201  
help@oregonconsumer.gov  
<https://www.doj.state.or.us/>  
1-877-877-9392

### **Maryland Attorney General**

200 St. Paul Place, Baltimore,  
MD 21202  
<https://www.marylandattorneygeneral.gov/>  
Main number: 410-576-6300  
Toll-free: 1-888-743-0023  
Consumer Hotline: 410-528-8662

**Office of the Attorney General  
for the District of Columbia**  
400 6th Street NW  
Washington, D.C. 20001  
[oag@dc.gov](mailto:oag@dc.gov)  
<https://oag.dc.gov/>  
(202) 727-3400

**North Carolina Attorney  
General**  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
<https://ncdoj.gov/>  
(919) 716-6400

**New York Attorney General**  
Office of the Attorney General  
The Capitol  
Albany, NY 12224-0341  
<https://ag.ny.gov/>  
1-800-771-7755

**Contact Information for Credit Reporting Agencies:**

	<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
<b>To obtain a copy of your credit report</b>	P.O. Box 740241 Atlanta, GA 30374 (866) 349-5191 <a href="http://www.equifax.com">www.equifax.com</a>	P.O. Box 4500 Allen, TX 75013 (888) 397-3742 <a href="http://www.experian.com">www.experian.com</a>	P.O. Box 1000 Chester, PA 19016 (800) 888-4213 <a href="http://www.transunion.com">www.transunion.com</a>
<b>To obtain a security freeze</b>	PO Box 105788 Atlanta, GA 30348 (800) 685-1111 <a href="http://www.equifax.com/personal/credit-report-services">www.equifax.com/personal/credit-report-services</a>	PO Box 9554 Allen, TX 75013 (888) 397-3742 <a href="http://www.experian.com/freeze/center.html">www.experian.com/freeze/center.html</a>	P.O. Box 2000 Chester, PA 19016 (888) 909-8872 <a href="http://www.transunion.com/credit-freeze">www.transunion.com/credit-freeze</a>
<b>To place a fraud alert</b>	P.O. Box 105069 Atlanta, GA 30348 (888) 766-0008 <a href="http://www.equifax.com/personal/credit-report-services">www.equifax.com/personal/credit-report-services</a>	P.O. Box 2002 Allen, TX 75013 (888) 397-3742 <a href="http://www.experian.com/fraud/center.html">www.experian.com/fraud/center.html</a>	P.O. Box 2000 Chester, PA 19016 (800) 680-7289 <a href="http://www.transunion.com/fraud-victim-resource/place-fraud-alert">www.transunion.com/fraud-victim-resource/place-fraud-alert</a>