



NOTIFICATION OF A DATA BREACH

Aurora, CO – Symbia Logistics (“Symbia”) has become aware of an incident that may have exposed some individuals’ personally identifiable information. Symbia takes privacy very seriously and has taken steps to notify individuals who may have been affected by this incident. Symbia sincerely regrets any inconvenience that this incident may cause and remains dedicated to protecting individuals’ personal information.

What Happened: On July 6, 2021, Symbia discovered the Incident when their systems experienced a ransomware event. Upon discovery of the incident, Symbia promptly engaged a specialized cybersecurity firm to conduct a forensic investigation to determine the nature and scope of the incident. The forensic investigation determined that there was unauthorized access to potentially personal information on November 1, 2021. A data mining firm was engaged and began work on Symbia’s systems on February 4, 2022. The amount of data was quite large for the data mining firm to review. Therefore, Symbia immediately began a thorough review of the potentially accessed files to identify the individuals whose sensitive information was present at the time of the incident. Symbia worked to identify the notice population and this was completed by Symbia on September 2, 2022. This step was necessary so that Symbia could send a notice of the Incident to ensure the potentially impacted individuals are aware of this Incident.

What Information Was Involved: Our investigation to date indicates that certain files potentially containing individuals’ information may have been subject to unauthorized access. The information involved may have included: Full name, address, Social Security number, and driver’s license. Symbia is posting this notice out of an abundance of caution. ***However, presently, Symbia has no evidence indicating misuse of this information.***

What We Are Doing and What You Can Do: In response to this incident, Symbia has taken the following steps to protect your information in the future: deploying enterprise leaders in XDR solutions to provide a comprehensive security solution across our organization; installing multi-factor authentication to provide a level of identity verification beyond basic login credentials; MDM and endpoint security solutions to secure and manage mobile devices in our environment; completed a third party security audit to identify and update any existing vulnerabilities within our environment; holding weekly meetings to review security logs and any vulnerabilities discovered in the environment; implemented a secure password manager that requires multi-factor authentication to obtain access, continually stayed updated on device firmware and security; added a third party security company to provide fully-managed protection, monitoring and response services including a 24/7 Security Operations Center; and continue our onsite, offsite and cloud-based backup solutions. Meanwhile, Symbia refers you to the *Additional Important Information* section of this notice, which provides you with further information to obtain your credit report, place fraud alerts, and freeze your credit.

More Information: Symbia sincerely regrets any inconvenience that this incident may cause and remains dedicated to protecting your information. If you have any questions or concerns about this incident, please contact the number (833) 814-1703, 7:00 am and 7:00 pm MST, Monday through Friday, except holidays.

Additional Important Information

For residents of Hawaii, Michigan, Missouri, Virginia, Vermont, and North Carolina: It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

For residents of Illinois, Iowa, Maryland, Missouri, North Carolina, Oregon, and West Virginia: It is required by state laws to inform you that 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, 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.

For residents of Iowa:

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of Oregon:

State laws advise you to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

For residents of Arizona, Colorado, District of Columbia, Maryland, Rhode Island, Illinois, New York, and North Carolina:

You can obtain information from the Offices of the Attorney General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

Maryland Office of the Attorney General Consumer Protection Division 200, St. Paul Place
Baltimore, MD 21202 1-888-743-0023 www.oag.state.md.us

Rhode Island Office of the Attorney General Consumer Protection 150 South Main Street,
Providence RI 02903 1-401-274-4400 www.riag.ri.gov

North Carolina Office of the Attorney General Consumer Protection Division, 9001 Mail
Service Center Raleigh, NC 27699-9001 1-877-566-7226 www.ncdoj.com

Federal Trade Commission Consumer Response Center, 600 Pennsylvania Ave, NW
Washington, DC 20580 1-877-IDTHEFT (438-4338) www.ftc.gov/idtheft

New York Office of Attorney General Consumer Frauds & Protection, The Capitol Albany, NY
12224 1-800-771-7755 <https://ag.ny.gov/consumer-frauds/identity-theft>

Colorado Office of the Attorney General Consumer Protection 1300 Broadway, 9th Floor,
Denver, CO 80203 1-720-508-6000 www.coag.gov

Arizona Office of the Attorney General Consumer Protection & Advocacy Section, 2005 North
Central Avenue, Phoenix, AZ 85004 1-602-542-5025

Illinois Office of the Attorney General Consumer Protection Division 100 W Randolph St.,
Chicago, IL 60601 1-800-243-0618 www.illinoisattorneygeneral.gov

District of Columbia Office of the Attorney General – Office of Consumer Protection: 400
6th Street, NW, Washington, DC 20001; 202-727-3400; www.oag.dc.gov

For residents of Massachusetts: It is required by state law that you are informed of your right to
obtain a police report if you are a victim of identity theft

For residents of all states:

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); 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 the bottom of this page.

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

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 agencies:

Equifax Security Freeze

P.O. Box 105788

Atlanta, GA 30348

<https://www.equifax.com/personal/credit-report-services/credit-freeze/>

800-525-6285

Experian Security Freeze

P.O. Box 9554

Allen, TX 75013

www.experian.com/freeze

[e](http://www.experian.com/freeze)

TransUnion (FVAD)

P.O. Box 2000

Chester, PA 19022

freeze.transunion.com

[m](http://freeze.transunion.com)

800-680-7289

More information can also be obtained by contacting the Federal Trade Commission listed above.