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December 8, 2025

VIA WEB PORTAL
Attorney General Aaron Frey
Office of the Attorney General
6 State House Station
Augusta, ME 04333

Re: **Volume Transportation, Inc. - Notice of Data Security Incident**

Dear Attorney General Frey:

Constangy, Brooks, Smith and Prophete LLP ("Constangy") represents Volume Transportation, Inc. ("Volume") in connection with an incident described in greater detail below. The purpose of this letter is to notify you, in accordance with Maine data breach notification statute, that this incident may have affected the personal information of 1 Maine resident. This notice may be supplemented with any new significant facts learned subsequent to its submission. Volume hereby reserves all rights and defenses in connection herewith.

1. Nature of Incident

On August 19, 2025, Volume experienced a network disruption and immediately initiated an investigation of the matter. Volume engaged independent cybersecurity experts to assist with the process. As a result of the investigation, Volume determined that certain files may have been accessed without authorization. Following a comprehensive review of the potentially impacted files, Volume learned that some of your residents' personal information may have been involved, which is the reason for this notification.

The impacted information may have included the residents' names and Social Security Numbers and Driver's License Numbers.

2. Number of Maine residents affected

Volume notified 1 Maine residents of the incident via first class U.S. mail on December 8, 2025. A sample copy of the notification letter is included with this correspondence.

3. Steps taken relating to the incident

In response to the incident, Volume retained cybersecurity experts and launched a forensics investigation to determine the source and scope of the compromise. Volume has also implemented additional security measures to further harden its environment in an effort to prevent a similar event from occurring in the future.

Volume is notifying the affected individuals and providing resources and steps individuals can take to help protect their information. Further, as referenced in the sample consumer notification letter, Volume has offered individuals complimentary services through Kroll. Individuals will be offered Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score services, proactive fraud assistance,

and access to a call center for support for 90 days.

4. Contact information

Volume takes the privacy and security of all information in its possession very seriously. If you have any questions or need additional information, please do not hesitate to contact me at 718.750.5187 or dmcmillan@constangy.com.

Sincerely yours,

[Draft]

David McMillan of
CONSTANGY, BROOKS, SMITH &
PROPHETE LLP

Encl.: Sample Consumer Notification Letter

VOLUME
Centered. Focused. Forward.

<<Return to Kroll>>
<<Return Address>>
<<City, State ZIP>>

To Enroll Visit:
info.krollmonitoring.com
Enrollment Code: **<<Activation Code s_n>>**

SCAN TO ENROLL

<<FIRST_NAME>> <<MIDDLE_NAME>> <<LAST_NAME>> <<SUFFIX>>
<<ADDRESS_1>>
<<ADDRESS_2>>
<<CITY>>, <<STATE_PROVINCE>> <<POSTAL_CODE>>
<<COUNTRY>>

<<Date>> (Format: Month Day, Year)

<<b2b_text_1 (Notice of Data Security Incident / Subject: Notice of Data Breach)>>

Dear <<First_name>> <<Last_name>>:

We are writing to inform you of a recent data security incident that may have affected your personal information. Volume Transportation, Inc. ("Volume") takes the privacy and security of all information within our possession very seriously. Please read this letter carefully as it contains information regarding the incident and steps that you can take to help protect your personal information.

What Happened. On August 19, 2025, Volume experienced a network disruption and immediately initiated an investigation of the matter. Volume engaged independent cybersecurity experts to assist with the process. As a result of the investigation, Volume determined that an unauthorized actor gained access to our network between August 18-19, 2025 and may have acquired certain files. Following a comprehensive review of the potentially impacted files, which concluded October 24, 2025, Volume learned that some of your personal information may have been involved, which is the reason for this notification.

What Information Was Involved. The information involved in this incident may include names as well as Social Security numbers and Driver's License numbers. Please note that Volume has no evidence of the misuse, or attempted misuse, of any potentially impacted information.

What We Are Doing. As soon as Volume discovered this incident, Volume took the steps described above. We have also implemented measures to enhance security and minimize the risk of a similar incident occurring in the future. We have also secured the services of Kroll to provide identity monitoring at no cost to you for <<ServiceTerminMonths>> months. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

Visit **https://enroll.krollmonitoring.com** to activate and take advantage of your identity monitoring services.

*You have until **<<b2b_text_6 (activation deadline)>>** to activate your identity monitoring services.*

Membership Number: **<<Membership Number s_n>>**

For more information about Kroll and your Identity Monitoring services, you can visit info.krollmonitoring.com.

Additional information describing your services is included with this letter.

What You Can Do. You can follow the recommendations on the following page to help protect your personal information. You can also enroll in the complementary services offered to you through Kroll by using the enrollment code provided above.

For More Information. Further information about how to help protect your personal information appears on the following page. If you have questions or need assistance, please call 1-844-354-3308, Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time, excluding major U.S. holidays. We take your trust in us and this matter very seriously. Please accept our sincere apologies for any worry or inconvenience this may cause.

Steps You Can Take to Help Protect Your Personal 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, your state attorney general, and/or the Federal Trade Commission (the "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 www.annualcreditreport.com, calling toll-free 1-877-322-8228, 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 also can contact one of the following three national credit reporting agencies:

Equifax
P.O. Box 105851
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Experian
P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion
P.O. Box 2000
Chester, PA 19016
1-800-916-8800
www.transunion.com

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 one year. 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 www.annualcreditreport.com.

Security Freeze: You have the right to put a security freeze on your credit file for up to one year at no cost. This 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.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

Federal Trade Commission
600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov
877-438-4338

California Attorney General
1300 I Street
Sacramento, CA 95814
www.oag.ca.gov/privacy
800-952-5225

Iowa Attorney General
1305 E. Walnut Street
Des Moines, Iowa 50319
www.iowaattorneygeneral.gov
888-777-4590

Kentucky Attorney General
700 Capitol Avenue, Suite 118
Frankfort, Kentucky 40601
www.ag.ky.gov
502-696-5300

Maryland Attorney General
200 St. Paul Place
Baltimore, MD 21202
www.marylandattorneygeneral.gov/Pages/CPD
888-743-0023

New York Attorney General
The Capitol
Albany, NY 12224
800-771-7755
ag.ny.gov

NY Bureau of Internet and Technology
28 Liberty Street
New York, NY 10005
www.dos.ny.gov/consumerprotection/
212.416.8433

NC Attorney General
9001 Mail Service Center
Raleigh, NC 27699
ncdoj.gov/protectingconsumers/
877-566-7226

Oregon Attorney General
1162 Court St., NE
Salem, OR 97301
www.doj.state.or.us/consumer-protection
877-877-9392

Rhode Island Attorney General
150 South Main Street
Providence, RI 02903
www.riag.ri.gov
401-274-4400

Washington D.C. Attorney General
400 S 6th Street, NW
Washington, DC 20001
oag.dc.gov/consumer-protection
202-442-9828

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit www.consumer.ftc.gov/sites/default/files/articles/pdf/pdf-0096-fair-credit-reporting-act.pdf.

KROLL

TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services from Kroll:

Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft. To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.