

## Appendix

Great Plains discovered a security incident that involved unauthorized access to its network and a disruption of its business operations. An investigation was conducted to determine what occurred and operations were restored. The investigation determined that an unauthorized party accessed files on one of Great Plains' file servers for a limited period of time. Great Plains then developed a two-phase approach to identify individuals to notify. The first phase consisted of a review of files involved that Great Plains initially identified as likely to contain personal information. Based on that review, Great Plains identified and provided notification to individuals on December 1, 2021.<sup>1</sup> In a parallel track, the second phase consisted of a review of other documents involved, which resulted in a list of additional individuals to notify. After developing that list, Great Plains worked to identify mailing addresses for those individuals and take the other steps necessary to provide notification. Great Plains completed the development of the mailing list for the second phase, at which time Great Plains determined that the personal information of five Maine residents were involved, including the residents' names and one or more of the following: (1) Social Security number; or (2) driver's license number.

Beginning today, April 15, 2022, Great Plains is providing written notice to the Maine residents by mailing a letter via United States Postal Service first-class mail. A sample copy of the notification letter is enclosed. Great Plains is offering notification recipients a complimentary, one-year membership to identity theft protection services provided by Kroll. Great Plains also reported the incident to law enforcement and established a dedicated phone number for notification recipients to call to obtain more information regarding the incident.

To help prevent a similar incident from occurring, Great Plains is taking steps to further enhance its existing security measures.

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<sup>1</sup> No Maine residents were identified at that time.