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March 19, 2024

VIA ONLINE PORTAL

Attorney General Aaron Frey
Office of Attorney General
Consumer Protection Division
Security Breach Notification
111 Sewall Street, 6th Floor
Augusta, ME 04330

Re: Notice of Data Security Incident

Dear Attorney General Frey:

Constangy, Brooks, Smith & Prophete, LLP represents Schuster Company ("Schuster"), a transportation services company located in Iowa, in connection with the recent data security incident described below. I am writing to notify you of this incident because personal information belonging to residents of your state was involved. The affected information included individuals' names, Social Security numbers, and driver license or state identification numbers.

On January 30, 2024, Schuster discovered that it had experienced a temporary network outage that disrupted business operations. In response, Schuster took immediate steps to secure its network and initiated an investigation with the assistance of a nationally recognized digital forensics firm. Schuster determined on February 27, 2024, that the incident affected personal information belonging to Maine residents. On March 19, 2024, Schuster provided notice of this incident to four (4) Maine residents whose information was involved. A sample copy of the notice letter is included with this correspondence.

In providing notice, Schuster offered notified individuals complimentary identity protection services through IDX. The services include credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity recovery services. Schuster has also reported this incident to law enforcement and will cooperate with investigate efforts.

Schuster remains dedicated to protecting the personal information in its control. If you have any questions or need additional information, please do not hesitate to contact me at 720.536.3234 or awatzman@constangy.com.

Aaron Frey, Attorney General
March 19, 2024
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Sincerely,

A handwritten signature in blue ink, appearing to read 'Alyssa Watzman', with a stylized flourish at the end.

Alyssa Watzman

Constangy, Brooks, Smith & Prophete, LLP

Encl.: Sample Notification Letter
