

Appendix

On September 10, 2020, Lexus discovered suspicious activity within its email environment. Upon discovering the incident, Lexus immediately took steps to secure its email accounts, a cybersecurity firm was engaged, and a thorough investigation was conducted. The investigation determined that there was unauthorized access to certain employee email accounts on September 10, 2020. The investigation was unable to determine whether any emails or attachments were actually viewed during that time. As such, Lexus reviewed the contents of the involved email accounts to identify the specific individuals whose information they contained. Lexus completed the review process on January 21, 2021. Lexus then analyzed the results and determined that an email or attachment contained personal information pertaining to one Maine resident, including the resident's name and driver's license number.

Beginning today, April 26, 2021, Lexus is providing written notice to the Maine resident by mailing a letter via United States Postal Service First-Class mail.* A sample copy of the notification letter is enclosed. Lexus is offering a complimentary, one-year membership of credit monitoring and identity theft prevention services provided by Experian to individuals whose Social Security number and/or driver's license number were involved. Lexus is also recommending that individuals remain vigilant to the possibility of fraud by reviewing their account statements for unauthorized activity. In addition, Lexus established a dedicated phone number where the individuals may obtain more information regarding the incident.

To help prevent a similar incident from occurring in the future, Lexus has implemented additional measures and changes to enhance the security of its network.

* This report does not waive Lexus' objection that Maine lacks personal jurisdiction over it related to any claims that may arise from this incident.