

APPENDIX

Crown Uniform & Linen Service (“Crown”) identified a cybersecurity incident involving unauthorized access to some of its systems. Crown immediately took steps to secure its systems and engaged a cybersecurity firm to assist with an investigation. The investigation determined that an unauthorized party gained access to some of Crown’s systems between August 29, 2022 and September 6, 2022. Crown conducted a review of the data in the systems involved. On September 29, 2022, Crown determined that the data in the systems involved contained personal information that may have affected the names, Social Security numbers, driver’s license numbers, direct deposit information, 401k information and/or medical information pertaining to workers’ compensation and FMLA claims, drug testing and/or physicals of 9 Maine residents.

On November 30, 2022, Crown is notifying affected Maine residents via U.S. mail in accordance with Me. Rev. Stat. Tit. 10, §1348.¹ A copy of a notification letter is enclosed. Crown is providing complimentary credit monitoring to individuals whose Social Security numbers or driver’s license numbers may have been involved through Experian IdentityWorks Credit 3B. Crown is also encouraging individuals to remain vigilant by reviewing their accounts for unauthorized activity.

To help prevent something like this from happening again, Crown has enhanced its existing security protocols and technical safeguards by implementing an endpoint detection and response tool.

¹ This notice does not waive Crown Uniform & Linen Service’s objection that Maine lacks personal jurisdiction over it regarding any claims related to this incident.