

November 3, 2021

ONLINE PORTAL

Office of the Attorney General
6 State House Station
Augusta, ME 04333

Re: Data Security Incident

Dear Attorney General Frey,

As outside counsel for Americold Realty Trust, a publicly traded REIT focused on the ownership, operation, acquisition, and development of temperature-controlled warehouses, we write to inform you of the discovery of a data security incident at an entity that Americold recently acquired -- KMT Brrr!¹ – and write to explain the steps that have been taken to address the incident, including notifying potentially impacted individuals and providing them ways with which to protect their personal information.²

On August 26, 2021, KMT Brrr!, which operates two temperature-controlled facilities in New Jersey, determined that its computer network had been affected by a ransomware incident. Americold and KMT Brrr! immediately began an investigation to assess the incident's scope, including engaging a third-party cybersecurity firm at the direction of counsel to assist with the response. As a containment measure, the company preemptively shut down select systems and then undertook a secure, managed restoration of those systems. The company also promptly notified law enforcement and has been cooperating with their investigation of the incident. In addition, the company has taken steps to further strengthen and enhance the security of systems in its network, including updating administrative and technical safeguards. The company did not pay a ransom. Based on the investigation, the company determined that the earliest indication of unauthorized activity was on August 18, 2021, and the last indication of activity was on August 26, 2021.

¹ Americold acquired KMT Brrr! on May 5, 2021 and is in the process of completing the integration of the company. Americold's corporate headquarters are located at 10 Glenlake Parkway, Suite 600, South Tower, Atlanta, GA 30328. KMT Brrr! is located at 1145 Commerce Boulevard, Logan, NJ 08085.

² This incident is unrelated to the one that Americold reported to this Office on about March 4, 2021.

Since discovering the incident, the company diligently has worked to complete its review of the potentially affected data, engaging external support to assist with the review and locating up-to-date address information for identified individuals. The review and address look up process was completed on about October 20, 2021, with the company's finding personal information for 45 state residents in files that may have been accessed or acquired without authorization. The statutorily-defined personal information involved government-issued identification information.

The company is notifying this Office and the individual state residents and is providing them with complimentary credit monitoring and identify theft services for 24 months through Equifax. An unaddressed copy of the letter template is attached.³ The letters are to be mailed on November 4. In addition, the company has established a call center to answer recipient's questions.

Please do not hesitate to contact us if you have any questions regarding this letter.

Very truly yours,



Scott Ferber
202-756-8988

Attachments

³ The letters to the individuals are being sent on KMT Brrr! letterhead to avoid confusion by the recipients as to the incident's origin. They likely would not understand or recognize a connection to Americold.