

KING & SPALDING

King & Spalding LLP
1700 Pennsylvania Ave, NW
Suite 200
Washington, D.C. 20006-4707
Tel: +1 202 737 0500
Fax: +1 202 626 3737
www.kslaw.com

March 4, 2021

BY U.S. MAIL

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 recent discovery of a data security incident and to explain the steps the company has taken and continues to take to address it, including notifying potentially impacted individuals and providing them ways with which to protect their personal information.

On November 16, 2020, Americold determined that its computer network had been affected by a ransomware incident. The company immediately began an investigation to assess the incident's scope, engaging a third-party cybersecurity firm at the direction of counsel to assist. As a containment measure, the company preemptively shut down its systems and then undertook a secure, managed restoration from backup 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 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. While this review was underway, on December 29, 2020, the company proactively sent letters to all current associates in the United States, offering them a complimentary two-year membership of Experian's® IdentityWorksSM, which provides identity theft detection and resolution services.

The company completed its review of the data on about February 19, 2021, and found personal information for 147 state residents in files that may have been accessed or acquired without authorization.

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 Experian. The company also is sending follow up notices to the individuals who received the December 29 letter. Unaddressed copies of each letter are attached. Those letters are to be mailed on March 4. In addition, the company has established a call center to answer consumer questions.

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

Very truly yours,

A handwritten signature in black ink, appearing to read "Scott Ferber", followed by a horizontal line.

Scott Ferber
202-626-8974

A handwritten signature in black ink, appearing to read "Sumon Dantiki", followed by a horizontal line.

Sumon Dantiki
202-626-5591

Attachments