



June 23, 2023

Office of the Maine Attorney General

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Re: *Legal Notice of Data Security Incident*

Dear Sir or Madam:

I am writing on behalf of my client, Southwest Airlines Co. (“Southwest”) to inform you of a cybersecurity incident involving a third-party vendor (“Vendor”) that manages certain airlines’ pilot application and recruitment portals, including Southwest’s. This incident was limited to the Vendor’s systems and at no point impacted Southwest’s systems, network or technology.

On May 3, 2023, the Vendor notified Southwest that it had detected a cybersecurity incident (the “Incident”). Upon receiving notification regarding the Incident, Southwest immediately launched an investigation, notified law enforcement, and worked with the Vendor to obtain additional information and respond to the Incident. According to the Vendor, an unauthorized actor gained access to the Vendor’s cloud environment on or around April 30, 2023, and temporarily obtained files uploaded by some pilot applicants. Southwest conducted a robust review of the data and determined that the files contained certain pilot applicants’ personal information, including name, Social Security number, driver’s license number, airman certificate number, and passport number.

Today, June 23, 2023, Southwest will begin mailing notification letters to two (2) Maine residents and will be offering 24 months of complimentary credit monitoring and fraud protection services. A copy of the form of the notice letter is attached. Additionally, Southwest is also providing a telephone number for the recipients to provide support and answer additional questions regarding the Incident.

Southwest is no longer utilizing the Vendor portal and Southwest pilot applicants are now being directed to an internal portal managed by Southwest.

If you have any questions or need further information regarding the Incident, please do not hesitate to contact me.

Respectfully submitted,

Will Daugherty
Enclosure