

## Appendix

AGE Industries, Ltd. (“AGE Industries”) is a packaging solutions company based in Cleburne, Texas. AGE Industries conducted an investigation into suspicious activity originating from an AGE Industries employee email account. As soon as AGE Industries became aware of the activity, it immediately took measures to secure the email account and launched an internal investigation. A cybersecurity firm was engaged to assist in a full forensic analysis of the incident. The investigation determined that an unauthorized person accessed the AGE Industries employee’s email account at various dates between June 19 and July 2, 2020, and created a rule whereby certain emails were forwarded from the account. AGE Industries removed the rule as soon as it was discovered. The investigation did not determine whether any of the forwarded emails and attachments or any other emails or attachments in the employee account were viewed by the unauthorized person; however, AGE Industries was not able to rule out that possibility. AGE Industries searched the full contents of the account to identify individuals whose information may have been accessible to the unauthorized person. On September 1, 2020, AGE Industries determined that an email or attachment contained the personal information of one individual who was subsequently determined to be a Maine resident, including the resident’s name and Social Security number.

Beginning today, October 29, 2020, AGE Industries will mail written notification to the one Maine resident via first class U.S. Mail. A sample copy of the notice letter is enclosed.<sup>1</sup>

AGE Industries is offering the Maine individual a complimentary, one-year membership to credit monitoring and identity theft protection services through Kroll. AGE Industries is recommending that the individual remain vigilant to the possibility of fraud by reviewing their account statements for unauthorized activity. AGE Industries has also established a dedicated phone number that the individual may call with related questions.

To further protect personal information, AGE Industries is taking steps to enhance existing security protocols and re-educating staff for awareness on these types of incidents.

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<sup>1</sup> This report does not waive AGE Industries’ objection that Maine lacks personal jurisdiction over it related to any claims that may arise from this incident.