



February 17, 2025

Attorney General Andrea Campbell
Office of the Attorney General
One Ashburton Place
Boston, MA 02108

Dear Attorney General Campbell:

Pursuant to MGL. C. 93H, we are writing to notify you of a data security incident involving two (2) Massachusetts residents.

IDENTIFICATION OF PARTIES

One of the used automotive retail locations owned and operated by CarMax Auto Superstores, Inc., ("CarMax") was involved in a data incident. The location involved is located at 1320 Boston-Providence Turnpike, Norwood, MA. CarMax is in the business of buying, selling, and financing used automobiles to the public through our retail locations. CarMax is headquartered in Richmond, VA. The CarMax employee involved was Michael Ng.

NATURE OF THE DATA SECURITY INCIDENT

CarMax employee Michael Ng, while assisting a customer in the purchase of a vehicle from CarMax mistakenly emailed another customer's Registration and Title Application and Motor Vehicle Purchase Contract on January 31, 2025. The incident was identified on February 2, 2025. Included in the documents were the other customer's name, address, telephone number, email address, date of birth, driver's license information, automotive insurance company name and policy number, and signature. The documents were in electronic form and not encrypted. At this time there is no evidence of identity theft, fraud, or financial loss to either customer involved.

NUMBER OF MASSACHUSETTS RESIDENTS AFFECTED

There are two (2) Massachusetts residents impacted by this incident. They both have been notified via a written letter. A sample letter is included.

STEPS YOU HAVE TAKEN OR PLAN TO TAKE RELATING TO THE INCIDENT

When the customer that was expecting the emailed documents reached out to Mr. Ng about the status of receiving the email, Mr. Ng realized his error. He partnered with his management team at the impacted store. The management team informed the legal department based in Richmond, VA about the incident. Credit monitoring for two (2) years was then ordered for both impacted customers and the letter providing notification of the incident was drafted and sent to the customers. Store management reiterated to Mr. Ng the importance of verifying information prior to sending any documents via email and emphasized the safeguarding customer information policy.

CarMax does maintain a written information security program. No changes were deemed necessary to be made to the program as a result of this incident.

MANDATORY CREDIT MONITORING

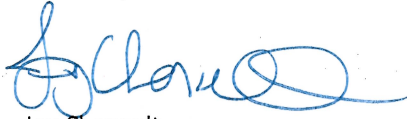
CarMax has offered both impacted customers two (2) years of credit monitoring through Experian. In the notification letter that was sent, directions for obtaining the credit monitoring were included, including the ability

to register for the services either over the telephone or via the Internet. The customers were not asked or required to waive any right of private action to receive the credit monitoring.

OTHER NOTIFICATION AND CONTACT INFORMATION

Notice similar to this notice is being provided to the Director of Consumer Affairs and Business Regulation. Should you or anyone in your office have any questions about this incident, please contact me at (804) 935-4567 or via email at joy_chenault@carmax.com.

Sincerely,



Joy Chenault

Assistant Vice President, Associate General Counsel

CERTIFICATION OF CREDIT MONITORING SERVICES

On behalf of CarMax Auto Superstores, Inc., I hereby certify that credit monitoring services were provided to consumers in compliance with G.L. c. 93H, section 3A.

Joy Chenault

Assistant Vice President, Associate General Counsel

(804) 935-4567

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