

19924



501 Turbine Avenue
Chesterfield, MO 63005
636.537.0005

Notice of Security Incident

March 1, 2021

[Insert Name]
[Insert Company Name]
[Insert Street Address]
[City, State, Zip Code]

Dear [Name]:

We are writing to notify you of a data security incident that we recently learned impacted one of our vendors, Avianis. We have learned that the incident that impacted Avianis may have resulted in the theft of Aero Charter documents relating to its flights. The privacy and security of our customers and team members is very important to us, and we want to provide you with information about the event, as well as information on steps you can take to protect yourself.

What Happened: On December 6, 2020, our software provider, Avianis, became the victim of a data breach. Specifically, an intruder exploited a vulnerability in the configuration settings for a Microsoft Azure Cloud file storage container so that it could illegally download document files. The storage container contained document files that had been uploaded to the container by Avianis' customers, including Aero Charter. Avianis has ensured us that no other systems were impacted and that the incident was contained within 24 hours after the intrusion began.

What Information Was Involved: Avianis provided us with a copy of all Aero Charter records that may have been impacted. We reviewed the documents and information that were potentially impacted carefully. Most of the documents did not contain personally identifiable information, but some of the documents did include passport information, state-issued identification card information, federal pilot license information, driver's license information, and payment card information.

What We Are Doing: Upon learning about this incident, we began working closely with Avianis to understand the scope of the incident and to ensure steps have been taken to prevent further unauthorized access to our documents and information. Avianis has notified law enforcement of the incident and is working with a forensic investigation team. The investigation into this incident remains ongoing and will likely continue for several months.

What You Can Do: We strongly encourage you to take the following steps to protect yourself and your information:

1. **Enroll in Complimentary Identity Theft Protection Services.** Avianis has secured a twelve (12) month subscription for you at no charge to Equifax ID Patrol, which provides credit monitoring and identity protection services. Information on how you can enroll is provided on the attached page. You must sign up by May 31, 2021 to take advantage of this free offer.



- 2. Review Your Account Statements.** Remain vigilant by reviewing your account statements and credit reports closely. If you notice any suspicious activity, notify your financial institution right away.
- 3. Check Your Credit Report.** You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by requesting your report online at: <http://www.annualcreditreport.com>. You may also obtain a copy of your credit report by contacting the three national credit reporting agencies directly:

Equifax
(800) 685-1111
www.equifax.com
P.O. Box 740241
Atlanta, GA 30374

Experian
(877) 322-8228
www.experian.com
P.O. Box 2104
Allen, TX 75013-0949

TransUnion
(800) 916-8800
www.transunion.com
P.O. Box 2000
Chester, PA 19016-2000

- 4. Fraud Alert.** You may want to consider placing a fraud alert on your credit report. An initial fraud alert is typically free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to opening any accounts in your name.

Equifax: <https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/>
Experian: <https://www.experian.com/fraud/center.html>
Transunion: <https://www.transunion.com/fraud-alerts>

- 5. Security Freeze.** You may also want to consider putting a free security freeze on your credit files. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. You will have to provide the credit reporting agencies with additional personally identifying information to obtain a security freeze. For more information and/or to request a security freeze:

Equifax: <https://www.equifax.com/personal/credit-report-services/>
Experian: <https://www.experian.com/ncaonline/freeze>
TransUnion: <https://www.transunion.com/credit-freeze>

- 6. Report Suspicious Activity & Obtain More Information.** If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any suspected identity theft to law enforcement, your state attorney general, and/or the Federal Trade Commission. You may obtain more information about identity theft and steps you can take to prevent identity theft from:

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
(877) 438-4338 | <https://www.identitytheft.gov/databreach>



More Information: For further information and assistance, please contact us directly at **800.535.1445** or privacy@aerocharter.com. We are taking this incident very seriously and are actively continuing our investigation. We will notify you if there are any significant developments.

Sincerely,

A handwritten signature in black ink, appearing to read "Raymond R. Van de Reit, Jr.", written in a cursive style.

Raymond R. Van de Reit, Jr.
President | Aero Charter, Inc.

Other Resources / Information:

- Residents of Massachusetts: You have the right to obtain any police report filed in regard to this incident. If you are the victim or identity theft, you also have the right to file a police report and obtain a copy of it.
- Residents of North Carolina: You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, www.ncdoj.gov, 1.877.566.7226 for information about preventing identity theft.
- Residents of other states: To find contact information for your State Attorney General, please visit www.naag.org/current-attorneys-general.php



HOW TO ACTIVATE THE EQUIFAX ID PATROL® SERVICES



Enter your Activation Code: <INSERT ACTIVATION CODE>

Enrollment Instructions

To sign up online for online delivery go to www.myservices.equifax.com/patrol

- 1. Welcome Page:** Enter the Activation Code provided above in the "Activation Code" box and click the "Submit" button.
- 2. Register:** Complete the form with your contact information (name, gender, home address, date of birth, Social Security Number and telephone number) and click the "Continue" button.
- 3. Create Account:** Complete the form with your email address, create a User Name and Password, after reviewing the Terms of Use, check the box to accept and click the "Continue" button.
- 4. Verify ID:** The system will then ask you up to four security questions to verify your identity. Please answer the questions and click the "Submit Order" button.
- 5. Order Confirmation:** This page shows you your completed enrollment. Please click the "View My Product" button to access the product features.

Equifax ID Patrol® provides you with the following key features:

- 3-Bureau credit file monitoring and alerts of key changes to your Equifax®, TransUnion® and Experian® credit reports
- Access to your Equifax credit report
- One Equifax 3-Bureau credit report
- Wireless alerts (available online only). Data charges may apply.
- Automatic Fraud Alerts. With a fraud alert, potential lenders are encouraged to take extra steps to verify your ID before extending credit (available online only).
- Credit Report Lock Allows users to limit access to their Equifax credit report by third parties, with certain exceptions.
- Internet Scanning Monitors suspicious web sites for your Social Security, Passport, Credit Card, Bank, and Insurance Policy Numbers, and alerts you if your private information is found there.
- Lost Wallet Assistance. If you lose your wallet, we'll help you cancel and re-issue your cards and ID
- Up to \$1 MM in identity theft insurance
- Live agent Customer Service 7 days a week from 8 a.m. to 3 a.m.