

EXHIBIT C

20309

KNYCH & WHRITENOUR, LLC

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*Not For Service Of Papers Or Process

April 21, 2021

Re: Notice of Data Security Incident

Dear [REDACTED]

We are writing to inform you of a data security incident experienced by Knych & Whritenour, LLC that may have impacted your personal information, including name and driver's license number. We have your information as part of our legal representation of Haylor, Freyer & Coon, Inc as the insurance agent for Blue Diamond Transportation, LLC, who we understand is currently your employer or was at one time, your employer. We take the privacy and security of your information seriously, and sincerely apologize for any concern or inconvenience this may cause you. This letter contains information about steps you can take to protect your information and the resources we are making available to help you.

We have arranged for you to receive credit monitoring and identity restoration services from Experian IdentityWorks at no cost to you for two years. Experian's® IdentityWorksSM is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. We encourage you to activate your membership and start monitoring your personal information. Please note, that you must complete the enrollment process yourself as we are not permitted to enroll you in their services on your behalf. For instructions on signing-up, please follow the steps below:

CREDIT MONITORING AVAILABLE FOR YOU AT NO COST

What we are willing to do to help you protect your information:

To help protect your identity, we are offering a complimentary two-year membership of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: July 31, 2021** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll:

<https://www.experianidworks.com/3bcredit>

- Provide your personal **activation code assigned to you:** [REDACTED]

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If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 1-877-890-93321 by **July 31, 2021**. Be prepared to provide engagement number [REDACTED] as proof of eligibility for the identity restoration services by Experian.

Additional details regarding your 24-Month Experian IdentityWorks Membership:

~~A credit card is not~~ required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only *
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 1-877-890-9332. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition)

Please note that this Identity Restoration support is available to you for two years from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

Massachusetts law also allows consumers to place a security freeze on their credit reports. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a

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security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services

If you have been a victim of identity theft, and you provide the credit reporting agency with a valid police report, the agency cannot charge you to place, lift or remove a security freeze. Effective September 21, 2018, placing a freeze on your credit report is now free for all United States citizens. To place a security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies Equifax (www.equifax.com), Experian (www.experian.com) and TransUnion (www.transunion.com) by regular, certified or overnight mail at the addresses below:

Equifax Security Freeze
U S Consumer Services
P O. Box 105788
Atlanta, GA 30348

Experian Security Freeze
P.O Box 9554
Allen, TX 75013

TransUnion Security Freeze
Fraud Victim Assistance
Department
P O. Box 6790
Fullerton, CA 92834

To place a security freeze on your credit report, each credit reporting agency has a dedicated web page for security freezes and fraud alerts or you can request a freeze by phone or by mail. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth, (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request may also require a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and social security number) and the PIN or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) and the PIN

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or password provided to you when you placed the security freeze. The credit reporting agencies have three (3) business days after receiving your request to remove the security freeze.

Upon learning of this incident, we immediately took steps to secure the affected email account, including conducting a global password reset, increasing our spam filters, and implementing multi-factor authentication for remote access to email accounts. As part of our ongoing commitment to the privacy of personal information in our care, we also reviewed our existing policies and procedures to further secure the information in our systems. We also notified state regulators, as required.

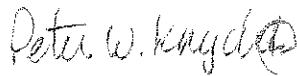
Your trust is a top priority for Knych & Whritenour, LLC and we deeply regret any inconvenience or concern that this matter may cause you.

If you have any questions or concerns, please call Peter W. Knych, Esq., Monday through Friday (excluding U.S. holidays), during the hours of 9:00 a.m. to 5:00 p.m., Eastern Time. You may write or call.

Knych & Whritenour, LLC
ATTN: Peter W. Knych, Esq.
One Park Place
Suite 404
300 South State Street
Syracuse, New York 13202
(315) 472-1175
Email: PK@pknychlaw.com

Sincerely,

KNYCH & WHRITENOUR, LLC

By: 
Peter W. Knych
Partner

cc: Haylor, Freyer & Coon, Inc
Blue Diamond Transportation, LLC

*Offline members will be eligible to call for additional reports quarterly after enrolling.

**The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.