



Komatsu America Corp  
10300 SW Greenburg Rd., Suite 570  
Portland, OR 97223

To Enroll, Please Call:

1-833-903-3648

Or Visit:

[https://app.idx.us/account-  
creation/protect](https://app.idx.us/account-creation/protect)

Enrollment Code: <<XXXXXXXXXX>>

<<Full Name>>

<<Address Line 1>>, <<Address Line 2>>

<<City>>, <<State>> <<Zip>>

December 6, 2021

Dear <<First Name>>,

Komatsu America Corp. ("Komatsu") takes the privacy and security of your personal information seriously. As such, we are contacting you to report an incident which may have involved some of your information. We want you to understand what happened, what we did to immediately address the issue, and what steps you can take to protect yourself.

#### **What information was involved**

The incident may have involved your: <<PII types>>. We have no evidence to suggest that this information was actually accessed, viewed or acquired by the unauthorized individual.

#### **What we are doing**

As soon as we learned of the situation, we took action and also enabled additional security features to prevent similar incidents going forward.

We launched an investigation and engaged experienced and knowledgeable third party advisors to assist with the search for any personal information that could have been viewed. We recently completed our investigation and have determined that some of your personal information may have been involved.

The investigation has not revealed any access to, or misuse of your information, or any attempts at fraud or identity theft. Out of an abundance of caution, we are offering complimentary identity theft protection services through IDX, experts in data breach and recovery services. IDX services include: 24 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed ID theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

#### **What you can do**

We encourage you to contact IDX with any questions and to enroll in free identity protection services by calling 1-833-903-3648 or going to <https://app.idx.us/account-creation/protect> and using the Enrollment Code provided above. IDX representatives are available Monday through Friday from 9 am - 9 pm Eastern Time. Please note the deadline to enroll is March 6, 2022.

Please remain vigilant in monitoring your bills, account statements and financial transactions for incidents of fraud and identity theft, and promptly report any irregularities.

**For more information**

Although there is no evidence that your information was accessed as a result of this incident (our investigation simply notes that some of your personal information – as noted above - was found in the contents of the compromised email account), if you want to learn more about the steps you can take to protect against identity theft or fraud, please review the enclosed “Reference Guide” materials, go to <https://app.idx.us/account-creation/protect> or call 1-833-903-3648, toll free Monday through Friday from 9 am - 9 pm Eastern Time.

Sincerely,

Komatsu America Corp.

## Recommended Steps to Help Protect Your Information

- 1. Website and Enrollment.** Go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided above.
- 2. Activate the credit monitoring** provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated for it to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.
- 3. Telephone.** Contact IDX at 1-833-903-3648 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.
- 4. Review your credit reports.** We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately by calling or by visiting their IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

**5. Place Fraud Alerts** with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three bureaus is as follows:

Equifax Fraud Reporting  
1-866-349-5191  
P.O. Box 105069  
Atlanta, GA 30348-5069  
[www.equifax.com](http://www.equifax.com)

Experian Fraud Reporting  
1-888-397-3742  
P.O. Box 9554  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

TransUnion Fraud Reporting  
1-800-680-7289  
P.O. Box 2000  
Chester, PA 19022-2000  
[www.transunion.com](http://www.transunion.com)

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

**Please Note: No one is allowed to place a fraud alert on your credit report except you.**

**6. Security Freeze.** You can place a security freeze on your credit reports online with **each** of the three major consumer reporting agencies below, free of charge. 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 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. Under federal law, you cannot be charged to place, lift, or remove a security freeze.

You must place your request for a freeze with each of the three major consumer reporting agencies: Equifax ([www.equifax.com](http://www.equifax.com)); Experian ([www.experian.com](http://www.experian.com)); and TransUnion ([www.transunion.com](http://www.transunion.com)). To place a security freeze on your credit report, you may send a written request by regular, certified or overnight mail:

Equifax  
1-800-685-1111  
P.O. Box 740256  
Atlanta, GA 30374  
[www.freeze.equifax.com](http://www.freeze.equifax.com)

Experian Fraud Reporting  
1-888-397-3742  
P.O. Box 9554  
Allen, TX 75013  
[www.experian.com/freeze](http://www.experian.com/freeze)

TransUnion Fraud Reporting  
1-888-909-8872  
P.O. Box 2000  
Chester, PA 19022-2000  
[www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze)

In order to request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail:

Your full name (including middle initial as well as Jr., Sr., II, III, etc.);

Social Security Number;

Date of birth;

If you have moved in the past five (5) years, the addresses where you have lived over the prior five years;

Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed;

A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);

Social Security Card, pay stub, or W2;

If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

The credit reporting agencies will 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 go online to each of the credit reporting agencies and provide proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze as well as the specific period of time you want the credit report available. The credit reporting agencies will lift the security freeze for the specified period of time.

To remove the security freeze, you must call or go online to each of the three credit bureaus and provide proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus will remove the security freeze.

There is no fee for requesting, temporarily lifting, or permanently removing a security freeze with any of the consumer reporting agencies

The credit reporting agencies have one (1) to three (3) business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. 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. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To learn more, contact your State Attorney General's office or visit the Federal Trade Commission's website at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) and click on the link for credit freeze information.

## **7. Additional Information for Massachusetts Residents.**

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.