

# BakerHostetler

## Baker&Hostetler LLP

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April 10, 2023

### VIA E-MAIL (CONSUMER@AG.IOWA.GOV)

Consumer Protection Division  
Security Breach Notifications  
Office of the Attorney General of Iowa  
1305 E. Walnut Street  
Des Moines, IA 50319

*Re: Incident Notification*

Dear Sir or Madam:

We are writing on behalf of our client, Kibble Equipment (“Kibble”), to provide notice to your office concerning a cybersecurity incident. Kibble is located at 4650 26 Avenue South, Suite E, Fargo, ND, 58104.

On January 12, 2023, Kibble’s vendor, Razor Consulting Solutions (“Razor Consulting”), informed Kibble that its vendor, Rackspace Cloud Services (“Rackspace”), had experienced a data incident. That incident impacted the data that Razor Consulting maintains on Kibble’s behalf related to archiving customer exemption certificates and vendor W9 forms. Kibble reviewed the data provided to Razor Consulting, and on March 7, 2023, determined that it contained personal information, including the name, Social Security number and driver’s license number of 569 Iowa residents.

On April 10, 2023, Kibble will mail notification letters to the Iowa residents in accordance with Iowa Code § 715C.1-2 via United States First-Class mail. A copy of the notification letter is enclosed. Kibble is offering the Iowa residents a complimentary one-year membership to credit monitoring and identity theft protection services. In addition, a dedicated, toll-free call center has been established that the individuals can call to obtain more information regarding the incident.

To help protect against an incident like this from happening again, Kibble is working with its vendors to enhance their security measures.

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Please do not hesitate to contact me if you have any questions regarding this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Ryan M. Christian, Sr.", with a long horizontal flourish extending to the right.

Ryan M. Christian, Sr.  
Counsel

Enclosure



Return to IDX  
P.O. Box 989728  
West Sacramento, CA 95798-9728

To Enroll, Please Call:  
1-888-833-7982  
Or Visit:  
<https://app.idx.us/account-creation/protect>  
Enrollment Code: <<Enrollment Code>>

<<First Name>> <<Last Name>>  
<<Address1>>  
<<Address2>>  
<<City>>, <<State>> <<Zip>>

April 10, 2023

Dear <<First Name>> <<Last Name>>:

We are writing to inform you of an incident with one of our vendors that could have involved your personal information.

On January 12, 2023, our vendor, Razor Consulting Solutions (“Razor Consulting”), informed us that its vendor, Rackspace Cloud Services (“Rackspace”), had experienced a data incident. That incident impacted the data that Razor’s Consulting maintains on our behalf related to archiving customer exemption certificates and vendor W9 forms. We reviewed the data we had provided to Razor Consulting, and on March 7, 2023, determined that it contained personal information, including your <<Variable Data>> that could have been subject to unauthorized access in connection with the Rackspace incident.

We are offering you a complimentary one-year membership through IDX. This service includes one year of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. IDX is free and enrolling in this program will not affect your credit score. You can also sign up for the free credit monitoring services through IDX by calling 1-888-833-7982 or going to <https://app.idx.us/account-creation/protect> and using the Enrollment Code provided above. Please note the deadline to enroll is July 10, 2023.

We regret any inconvenience or concern this incident may cause. To help protect against an incident like this from happening again, we are working with our vendors to enhance their security measures. If you have any questions, please call 1-888-833-7982, Monday through Friday, from 6 a.m. to 6 p.m. Pacific Time.

Sincerely,

Kibble Equipment

## ADDITIONAL STEPS YOU CAN TAKE

We remind you it is always advisable to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

*Equifax*, PO Box 740241, Atlanta, GA 30374, [www.equifax.com](http://www.equifax.com), 1-888-378-4329

*Experian*, PO Box 2002, Allen, TX 75013, [www.experian.com](http://www.experian.com), 1-888-397-3742

*TransUnion*, PO Box 1000, Chester, PA 19016, [www.transunion.com](http://www.transunion.com), 1-800-916-8800

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

*Federal Trade Commission*, Consumer Response Center, 600 Pennsylvania Avenue NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), [www.identitytheft.gov](http://www.identitytheft.gov)

### **Fraud Alerts and Security Freezes**

***Fraud Alerts:*** There are two types of general fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years.

To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report.

For those in the military who want to protect their credit while deployed, an Active Duty Military Fraud Alert lasts for one year and can be renewed for the length of your deployment. The credit bureaus will also take you off their marketing lists for pre-screened credit card offers for two years, unless you ask them not to.

***Credit or Security Freezes:*** You have the right to put a credit freeze, also known as a security freeze, on your credit file, free of charge, which makes it more difficult for identity thieves to open new accounts in your name. That's because most creditors need to see your credit report before they approve a new account. If they can't see your report, they may not extend the credit.

*How do I place a freeze on my credit reports?* There is no fee to place or lift a security freeze. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For information and instructions to place a security freeze, contact each of the credit reporting agencies at the addresses below:

**Experian Security Freeze**, PO Box 9554, Allen, TX 75013, [www.experian.com](http://www.experian.com)

**TransUnion Security Freeze**, PO Box 160, Woodlyn, PA 19094, [www.transunion.com](http://www.transunion.com)

**Equifax Security Freeze**, PO Box 105788, Atlanta, GA 30348, [www.equifax.com](http://www.equifax.com)

You'll need to supply your name, address, date of birth, Social Security number and other personal information.

After receiving your freeze request, each credit bureau will provide you with a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

*How do I lift a freeze?* A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it altogether. If the request is made online or by phone, a credit bureau must lift a freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request.

If you opt for a temporary lift because you are applying for credit or a job, and you can find out which credit bureau the business will contact for your file, you can save some time by lifting the freeze only at that particular credit bureau. Otherwise, you need to make the request with all three credit bureaus.

Kibble Equipment is located at 4650 26 Ave South Suite E, Fargo, ND 58104. Its phone number is 701-499-0076.

**Additional information for residents of the following states:**

**New York:** You may contact and obtain information from these state agencies:

*New York Department of State Division of Consumer Protection, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001, 518-474-8583 / 1-800-697-1220, <http://www.dos.ny.gov/consumerprotection>; and*

*New York State Office of the Attorney General, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov>*

**North Carolina:** You may contact and obtain information from your state attorney general at:

*North Carolina Attorney General's Office, 9001 Mail Service Centre, Raleigh, NC 27699, 1-919-716-6000 / 1-877-566-7226, [www.ncdoj.gov](http://www.ncdoj.gov)*