April 17, 2024

VIA E-MAIL

Office of the Attorney General of Iowa
Hoover State Office Building
1305 E. Walnut Street
Des Moines, IA 50319

Orrick, Herrington & Sutcliffe LLP
401 Union St, Suite 3300
Seattle, WA 98101

+1 206-839-4300

orrick.com

Joseph Santiesteban

E jsantiesteban@orrick.com
D +1 206-839-4300
F +1 206-839-4301

RE: DRM, Inc.– Notice of Security Incident

Dear Attorney General,

On March 12, 2024, DRM, Inc. ("DRM") was alerted to a security event that affected various servers in DRM's IT environment. Immediately after detecting unauthorized activity on its systems, DRM took steps to stop the activity, restore its systems and enhance security controls across the company. A cybersecurity firm was engaged to assist DRM with investigating what happened and what data was impacted. DRM also notified law enforcement.

DRM recently determined that personal information associated with 5290 Iowa residents was in the files. Although the exact information impacted varies from resident to resident, the personal information impacted includes Social Security number, passport, driver's license and medical information from a worker's compensation claim. DRM notified these individuals on April 17, 2024 via U.S. First Class Mail. A sample individual notice letter is attached as Exhibit A.

DRM is committed to safeguarding personal information and is providing two years of complimentary credit monitoring and identity theft protection services to individuals whose information has been impacted through a third-party vendor, Equifax.

In addition to these actions, DRM has taken various technical and organizational measures to address the incident and prevent a similar event from occurring in the future, including rotating credentials and implementing hardening measures to the impacted systems. Beyond this, DRM continues to identify what additional steps it can take to improve its information security.

If your office requires any further information in this matter, please contact me at 206-839-4300 or jsantiesteban@orrick.com.

Sincerely,

Joseph Santiesteban
Partner, Orrick, Herrington & Sutcliffe LLP

Encl.

DRM, INC.
5324 North 134th Avenue
Omaha NE 68164

EXHIBIT A

April 17, 2024

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000001

[redacted]

Re: Notice of Cybersecurity Event

[redacted],

We are writing to inform you that some of your personal information was recently impacted when we were the victim of a cybersecurity attack. Please read this notice carefully, as it provides up-to-date information on what happened and what we are doing, as well as information on how you can obtain complimentary credit monitoring.

What happened?

On March 12, 2024, DRM, Inc. ("DRM") identified a system outage in connection with unauthorized system activity. Upon detection, we promptly took steps to stop the activity and took certain systems offline. We began an investigation with assistance from a cybersecurity firm and are in close contact with law enforcement. We have high confidence that our efforts have stopped the activity, and our cybersecurity experts have not identified any additional unauthorized activity since March 12, 2024.

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What personal information was involved?

During the incident, the unauthorized actor downloaded some company files. Once we identified the affected files, we began a process to determine whether any personal information was affected and to whom it relates.

We recently determined that some of your personal information was downloaded without authorization and includes your [redacted].

What we are doing:

DRM is working with cybersecurity experts to deploy additional safeguards onto our systems, including rotating credentials, reinforcing our security practices, and actively reviewing our systems to enhance security monitoring and controls.

However, DRM is offering you a complimentary 24-month membership to Equifax Credit Watch Gold. This product provides you with 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, 2024 (Your code will not work after this date.)
- **Visit** the Equifax website to enroll: www.equifax.com/activate
- Provide your **activation code**: [redacted]

Please see Attachment A for additional details regarding these services. **You must enroll by July 31, 2024, to receive these services.**

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What you can do:

It is always a good idea to remain vigilant against threats of identity theft or fraud and to regularly review and monitor your account statements and credit history for any signs of unauthorized transactions or activity. You can also enroll in the Equifax service being offered to you. Additional information about how to protect your identity and personal information is contained in Attachment B in this mailing.

For more information:

If you have questions, you can call the dedicated call center toll free at 1-888-837-1303, Monday through Friday 9 a.m. to 9 p.m. ET (excluding major U.S. holidays).

Sincerely,

Matt Johnson
President & CEO

Encs. Attachment A
Attachment B

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Attachment A – ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EQUIFAX CREDIT WATCH GOLD MEMBERSHIP

EQUIFAX®

Activation Code: [redacted]
Enrollment Deadline: *July 31, 2024*

Equifax Credit Watch™ Gold

*Note: You must be over age 18 with a credit file to take advantage of the product

Key Features

- Credit monitoring with email notifications of key changes to your Equifax credit report
- Daily access to your Equifax credit report
- WebScan notifications[1] when your personal information, such as Social Security Number, credit/debit card or bank account numbers are found on fraudulent Internet trading sites
- Automatic fraud alerts[2], which encourages potential lenders to take extra steps to verify your identity before extending credit, plus blocked inquiry alerts and Equifax credit report lock[3]
- Identity Restoration to help restore your identity should you become a victim of identity theft, and a dedicated Identity Restoration Specialist to work on your behalf
- Up to $1,000,000 of identity theft insurance coverage for certain out of pocket expenses resulting from identity theft[4]

Enrollment Instructions

Go to **www.equifax.com/activate**
Enter your unique Activation Code of [redacted] then click "Submit" and follow these 4 steps:

1. **Register:**
   Complete the form with your contact information and click "Continue".
   If you already have a myEquifax account, click the 'Sign in here' link under the "Let's get started" header. Once you have successfully signed in, you will skip to the Checkout Page in Step 4
2. **Create Account:**
   Enter your email address, create a password, and accept the terms of use.
3. **Verify Identity:**
   To enroll in your product, we will ask you to complete our identity verification process.
4. **Checkout:**
   Upon successful verification of your identity, you will see the Checkout Page.
   Click 'Sign Me Up' to finish enrolling.
   You're done!
   The confirmation page shows your completed enrollment. Click "View My Product" to access the product features.

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[1] *WebScan searches for your Social Security Number, up to 5 passport numbers, up to 6 bank account numbers, up to 6 credit/debit card numbers, up to 6 email addresses, and up to 10 medical ID numbers. WebScan searches thousands of Internet sites where consumers' personal information is suspected of being bought and sold, and regularly adds new sites to the list of those it searches. However, the Internet addresses of these suspected Internet trading sites are not published and frequently change, so there is no guarantee that we are able to locate and search every possible Internet site where consumers' personal information is at risk of being traded.*

[2] *The Automatic Fraud Alert feature is made available to consumers by Equifax Information Services LLC and fulfilled on its behalf by Equifax Consumer Services LLC.*

[3] *Locking your Equifax credit report will prevent access to it by certain third parties. Locking your Equifax credit report will not prevent access to your credit report at any other credit reporting agency. Entities that may still have access to your Equifax credit report include: companies like Equifax Global Consumer Solutions, which provide you with access to your credit report or credit score, or monitor your credit report as part of a subscription or similar service; companies that provide you with a copy of your credit report or credit score, upon your request; federal, state and local government agencies and courts in certain circumstances; companies using the information in connection with the underwriting of insurance, or for employment, tenant or background screening purposes; companies that have a current account or relationship with you, and collection agencies acting on behalf of those whom you owe; companies that authenticate a consumer's identity for purposes other than granting credit, or for investigating or preventing actual or potential fraud; and companies that wish to make pre-approved offers of credit or insurance to you. To opt out of such pre-approved offers, visit www.optoutprescreen.com.*

[4] *The Identity Theft Insurance benefit is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company, under group or blanket policies issued to Equifax, Inc., or its respective affiliates for the benefit of its Members. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.*

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Attachment B – More Information about Identity Protection

INFORMATION ON OBTAINING A FREE CREDIT REPORT

U.S. residents are entitled under U.S. law to one free credit report annually from each of the three major credit bureaus. To order your free credit reports, visit www.annualcreditreport.com or call toll free (877) 322 8228.

INFORMATION ON IMPLEMENTING A FRAUD ALERT OR SECURITY FREEZE

You can contact the three major credit bureaus at the addresses below to place a fraud alert on your credit report. A fraud alert indicates to anyone requesting your credit file that you suspect you are a possible victim of fraud. A fraud alert does not affect your ability to get a loan or credit. Instead, it alerts a business that your personal information might have been compromised and requires that business to verify your identity before issuing you credit. Although this may cause some short delay if you are the one applying for the credit, it might protect against someone else obtaining credit in your name.

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. A credit reporting agency may not charge you to place, temporarily lift, or permanently remove a security freeze.

To place a fraud alert or security freeze on your credit report, you must contact the three credit bureaus below:

Equifax	Experian	TransUnion
Consumer Fraud Division	Credit Fraud Center	TransUnion LLC
P.O. Box 740256	P.O. Box 9554	P.O. Box 2000
Atlanta, GA 30374	Allen, TX 75013	Chester, PA 19022 2000
(888) 766 0008	(888) 397 3742	(800) 680 7289
www.equifax.com	www.experian.com	www.transunion.com

To request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, the addresses where you have lived over those prior five years;
5. Proof of current address such as a current utility bill or telephone bill; and
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.).

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You may also contact the U.S. Federal Trade Commission ("FTC") for further information on fraud alerts, security freezes, and how to protect yourself from identity theft. The FTC can be contacted at 400 7th St. SW, Washington, DC 20024; telephone +1 (877) 382 4357; or www.consumer.gov/idtheft

ADDITIONAL RESOURCES

Your state attorney general may also have advice on preventing identity theft, and you should report instances of known or suspected identity theft to law enforcement, your state attorney general, or the FTC.

Colorado and Illinois residents: You may obtain information from the Federal Trade Commission and the credit reporting agencies about fraud alerts and security freezes.

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Iowa Residents: The Attorney General can be contacted at Office of Attorney General of Iowa, Hoover State Office Building, 1305 E. Walnut Street, Des Moines, Iowa 50319; +1 (515) 281-5164; www.iowaattorneygeneral.gov

North Carolina Residents: The Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001; +1 (877) 566-7226 (Toll-free within North Carolina); +1 (919) 716-6400; or www.ncdoj.gov

New Mexico Residents: You have rights under the federal Fair Credit Reporting Act (FCRA), which governs the collection and use of information pertaining to you by consumer reporting agencies. For more information about your rights under the FCRA, please visit https://www.consumer.ftc.gov/sites/default/files/articles/pdf/pdf-0096-fair-credit-reporting-act.pdf or www.ftc.gov

New York Residents: The Attorney General can be contacted at the Office of the Attorney General, The Capitol, Albany, NY 12224-0341; +1 (800)-771-7755; or www.ag.ny.gov

For Arizona, California, Iowa, Montana, New York, North Carolina, Washington and West Virginia residents: You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit bureaus directly to obtain such additional report(s).

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