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**CONFIDENTIAL**

September 13, 2023

Via Email [consumer@ag.iowa.gov](mailto:consumer@ag.iowa.gov)

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

Dear Attorney General:

We write to inform you that Honeywell International Inc. (“Honeywell”), 855 South Mint St., Charlotte, NC 28202, in an abundance of caution, will be sending notices to Iowa residents advising them of a data breach incident.

On June 3, 2023, Honeywell became aware that it was one of the many companies impacted by the zero-day vulnerability affecting Progress Software Corporation’s MOVEit Transfer application. The MOVEit application was used by Honeywell, as well as many other companies, for secure file transfers. Upon learning about the vulnerability from Progress Software Corporation, Honeywell promptly blocked all access to MOVEit’s services, applied the software patch that Progress Software provided, initiated an investigation using its internal cybersecurity experts, and notified law enforcement. Based on our investigation, the incident was isolated to MOVEit’s services and did not otherwise affect Honeywell’s systems.

On August 17, 2023, Honeywell identified additional impacted files that were not available to the company for review during the initial investigation of the incident. Following a detailed review of the contents of these additional files, on August 28, 2023, Honeywell determined that 1,034 Iowa residents were impacted.

The files contained names and Social Security Numbers and were related to pension plans administered by Honeywell.

Our security team took prompt steps to address this incident, including contacting law enforcement, blocking the unauthorized access, and remediating the vulnerability in the third-party tool. This notice has not been delayed because of a law enforcement investigation.

For the convenience of Iowa residents and in an abundance of caution, Honeywell has arranged to make credit monitoring and identity protection services available to them at no cost for two years.

The formal notice will be sent to the residents that may have been affected via U.S. Mail on September 14, 2023. A copy of the consumer notice template is attached. Please contact me if you have any questions.

Sincerely,



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William E. Ridgway  
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Chicago, IL 60606  
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Enclosure

# Honeywell International, Inc.

Return Mail Processing  
PO Box 589  
Claysburg, PA 16625-0589

September 14, 2023

J9859-L11-0000001 T00001 P001 \*\*\*\*\*SCH 5-DIGIT 12345

SAMPLE A SAMPLE - L11 GENERAL



APT ABC

123 ANY STREET

ANYTOWN, FC 1A2 B3C

COUNTRY



## Re: Notice of Data Breach

Dear Sample A. Sample,

**What Happened?** On June 3, 2023, Honeywell International Inc. (“Honeywell”), 855 Mint St., Charlotte, NC 28202, became aware that it was one of the many companies impacted by a vulnerability in a third-party tool, Progress MOVEit Transfer, which Honeywell uses for certain business operations. We promptly took action to eliminate all access to the tool and investigate the incident. During the course of our investigation, on August 28, 2023, we determined that your personal information was among the information that was accessed by an unauthorized third party. The information accessed was related to a pension plan Honeywell was administering. Keeping personal data safe and secure is incredibly important to us, and we deeply regret that this incident occurred.

**What Information Was Involved?** The information involved may include: your name and social security number.

**What We Are Doing.** Our security team took prompt steps to address this incident, including contacting law enforcement, blocking the unauthorized access, and remediating the vulnerability in the third-party tool. This notice has not been delayed because of a law enforcement investigation.

In addition, in an abundance of caution, we are offering credit monitoring/identity protection services for a period of 24 months at no cost to you. To take advantage of this offer:

- Ensure that you enroll by: December 31, 2023 (Your code will not work after this date.)
- Visit the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bplus>
- Provide your activation code: **ABCDEFGHI**

If you have questions about the product, need assistance with identity protection, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian’s customer care team at 888-397-0068 by December 31, 2023. Be prepared to provide engagement number B103856 as proof of eligibility for the identity protection services by Experian.

B103856

0000001



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**What You Can Do.** It is always a good practice to be vigilant and closely review or monitor your financial accounts, statements, credit reports and other financial information for any evidence of unusual activity, fraudulent charges or signs of identity theft. Please see the attachment for additional information that may be helpful to you.

**For More Information.** We take our responsibility to protect your information extremely seriously, and we are very sorry for any inconvenience that this incident may cause you. If you have any questions regarding this incident or the services available to you, assistance is available by calling 888-397-0068 between the hours of 9:00am – 11:00pm EDT Monday through Friday and 11:00am – 8:00pm EDT Saturday and Sunday (excluding major U.S. holidays). Please note that this notice is personalized for you and that other individuals whose personal data may have been involved will receive their own personalized notices as well.

Sincerely,



Lisa Parlato LeDonne  
Chief Privacy Officer

## ADDITIONAL INFORMATION

Please note that you can contact the Federal Trade Commission (“FTC”), your attorney general, and the national consumer reporting agencies for more information on fraud alerts, security freezes and other steps you can take to avoid identity theft:

**Equifax**, P.O. Box 105788, Atlanta, Georgia 30348, 1-877-478-7625, [www.equifax.com](http://www.equifax.com)

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

**TransUnion**, P.O. Box 2000, Chester, PA 19016, 1-800-680-7289, [www.transunion.com](http://www.transunion.com)

**Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, D.C. 20580, 1-877-FTC-HELP (382-4357), [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)

You may obtain a free copy of your credit report online at [www.annualcreditreport.com](http://www.annualcreditreport.com), by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at [www.annualcreditreport.com](http://www.annualcreditreport.com)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed above.

Additional information about security freezes is included below. Please also note that you can report any suspected incidents of identity theft to law enforcement, your state’s attorney general and the FTC. In certain states, you may also obtain any police report filed about this issue. You also have other rights under the Fair Credit Reporting Act (“FCRA”). For further information about your rights under the FCRA, please visit [https://files.consumerfinance.gov/f/201410\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](https://files.consumerfinance.gov/f/201410_cfpb_summary_your-rights-under-fcra.pdf).

**Additional Information for California, Connecticut, District of Columbia, Iowa, Maryland, New York, North Carolina, and Oregon Residents.** You can obtain information about steps to prevent identity theft and/or report identity theft to your state attorney general at:

- California Department of Justice, Office of Privacy Protection, PO Box 944255, Sacramento, CA 94244-2550, 800-952-5225, [www.oag.ca.gov/privacy](http://www.oag.ca.gov/privacy)
- Connecticut Attorney General’s Office, 55 Elm St. Hartford, CT 06106, 860-808-5318, <http://www.ct.gov/ag>
- Office of the Attorney General for the District of Columbia, 400 6th Street NW, Washington, D.C. 20001, 202-727-3400, <https://oag.dc.gov/>
- Office of the Attorney General of Iowa, Hoover State Office Building, 1305 E. Walnut St., Des Moines, IA 50319, 515-281-5164, <http://www.iowaattorneygeneral.gov/>
- Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, 888-743-0023 (toll-free in Maryland), 410-576-6300, [www.marylandattorneygeneral.gov](http://www.marylandattorneygeneral.gov)
- New York Office of the Attorney General, The Capitol, Albany, NY 12224-0341, 800-771-7755, <https://ag.ny.gov>
- North Carolina Attorney General’s Office, 9001 Mail Service Center, Raleigh, NC 27699-9001, 877-566-7226 (toll-free in North Carolina), 919-716-6400, [www.ncdoj.gov](http://www.ncdoj.gov)
- Oregon Department of Justice, 1162 Court St. NE, Salem, OR 97301-4096, 503-378-4400, <http://www.doj.state.or.us/>

**Additional Information About Security Freezes.** You also have a right to place a “security freeze” on your credit report at no charge, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. In addition, a security freeze does not apply to a person or entity, or its affiliates, or collection agencies acting on behalf of the person or entity, with which you have an existing account that requests information in your credit report for the



purposes of reviewing or collecting the account. Reviewing the account includes activities related to account maintenance, monitoring, credit line increases, and account upgrades and enhancements.

If you wish to place a security freeze on your credit file, you must separately place a security freeze on your credit file at each credit reporting agency. In order to place a security freeze, you may need to provide the following information: (1) Full name (including middle initial as well as Jr., Sr., II, III, etc.); (2) Social Security Number; (3) Date of birth; (4) Addresses for the prior five years; (5) Proof of current address; and (6) A legible copy of a government issued identification card. You can contact each credit reporting agency below for details on what information each company requires and to place a security freeze on your credit file:

**Equifax Security Freeze**

P.O. Box 105788  
Atlanta, GA 30348  
800-349-9960  
[www.equifax.com](http://www.equifax.com)

**Experian Security Freeze**

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

**TransUnion**

P.O. Box 160  
Woodlyn, PA 19094  
888-909-8872  
[www.transunion.com](http://www.transunion.com)

**Additional Information About Identity Protection Services.**

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.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **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 888-397-0068. 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 24 months 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](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

\* 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.