

BakerHostetler

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CONSUMER PROTECTION DIV.

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May 27, 2015

VIA OVERNIGHT DELIVERY

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

Re: Incident Notification

Dear Sir or Madam:

On March 31, 2015, our client, Copart Inc. ("Copart"), discovered that an unauthorized person gained access to its computer network. Upon learning of the access, Copart quickly worked to block any further unauthorized access and engaged a leading cybersecurity firm to help determine what occurred and assist Copart in implementing enhanced security measures. Based on the investigation, Copart determined that the unauthorized person may have accessed its members' names, addresses, driver's license numbers, telephone numbers, e-mail addresses, and the usernames and passwords for their Copart.com accounts.

As part of its efforts to address this issue, Copart is requiring all members to change the password for their Copart.com account. If members use the same username and password for any other account, Copart is recommending that members change their password there as well. Copart has also established a dedicated call center to assist members with any questions they may have.

To help prevent this from happening again, Copart has implemented enhanced security measures to strengthen the security of its IT systems moving forward.

Copart is notifying 1,434 Iowa residents in substantially the same form as the letter attached hereto. Notification is being provided in the most expeditious manner possible and without unreasonable delay pursuant to the investigation described above, which was necessary to determine the scope of the incident; restore the reasonable integrity, security, and

Atlanta Chicago Cincinnati Cleveland Columbus Costa Mesa Denver
Houston Los Angeles New York Orlando Philadelphia Seattle Washington, DC

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confidentiality of the data; and identify the individuals potentially affected. *See* IOWA CODE ANN. § 715C.2(1).

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 "Craig A. Hoffman". The signature is written in a cursive style with a long horizontal flourish extending to the right.

Craig A. Hoffman

Enclosure



451 Blackhawk Trail
Eldridge, IA 52748

<<mail id>>
<<Name1>>
<<Name2>>
<<Address1>>
<<Address2>>
<<City>><<State>><<Zip>>
<<Foreign Country>>

<<Date>>

Dear <First and Last Name>:

We are writing to inform you of an incident that may have affected information you provided to Copart. On March 31, 2015, we discovered that an unauthorized person gained access to our computer network. Upon learning of the access, we quickly worked to block any further unauthorized access and engaged a leading cybersecurity firm to help determine what occurred and assist us in implementing enhanced security measures. Based on the investigation, we determined that the unauthorized person may have accessed your name, address, driver's license number, telephone number, e-mail address, and the username and password for your Copart.com account.

As part of our efforts to address this issue, Copart is requiring all members to change the password for their Copart.com account. If you have not already recently been required to reset your password, simply sign into your Copart account and go to the Change Password option under the My Account tab. Also, if you use the same username and password for any other account, we recommend that you change your password there as well.

We deeply regret any inconvenience or concern this may have caused. To prevent this from happening again, Copart has implemented enhanced security measures to strengthen the security of our IT systems moving forward. If you have any further questions, please contact us at (972) 391-5400, Monday through Friday, 7:00 am – 7:00 pm CDT.

Sincerely,

Sean Eldridge
Senior Vice President & Chief Operating Officer

MORE INFORMATION ON WAYS TO PROTECT YOURSELF

We recommend that you remain vigilant by reviewing your account statements and 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 or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

Equifax, PO Box 740256, Atlanta, GA 30374, www.equifax.com, 1-800-525-6285

Experian, PO Box 9554, Allen, TX 75013, www.experian.com, 1-888-397-3742

TransUnion, PO Box 2000, Chester, PA 19022-2000, 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 home state. 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.ftc.gov/idtheft

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.