Orrick, Herrington & Sutcliffe LLP
701 Fifth Avenue
Suite 5600
Seattle, WA 98104-7097
+1 206 839 4300
orrick.com

Aravind Swaminathan

E aswaminathan@orrick.com
D +1 206 839 4340
F +1 206 839 4301

March 11, 2022

Office of the Attorney General
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202
IDtheft@oag.state.md.us

VIA E-MAIL

Re: Notice of Cybersecurity Event

To Whom It May Concern:

We are writing on behalf of our client, Ritchie Bros. Auctioneers, to notify you of a cybersecurity event currently known to involve forty-seven (47) residents of Maryland.

On November 14, 2021, Ritchie Bros. was alerted to activity indicating unauthorized access by a third party to portions of its IT systems. Ritchie Bros. took immediate steps to shut down further access to the affected systems. Ritchie Bros. immediately launched an internal investigation and worked with external cybersecurity experts to investigate the event and determine what happened, what data was impacted, and to whom the data belonged.

Through the investigation, Ritchie Bros. learned that from October 28, 2021, through November 15, 2021, the unauthorized third party was able to misappropriate a number of files from Ritchie Bros.' internal network and made these files available online. Following a detailed analysis and review of these files, Ritchie Bros. determined that the personal information that was accessed and acquired included the following types of information: full name, date of birth, employee ID, Social Security Number, email address, bank account number, salary and compensation, employment information, DUI record, gender, nationality, and ethnic origin.

Ritchie Bros. has taken immediate steps to enhance the protections in place before the incident, including reviewing privacy policies and procedures and implementing changes when appropriate to enhance its information security and privacy program and controls. Ritchie Bros. has also implemented additional security measures which have included reinforcing security practices and fortifying security monitoring.

On March 11, 2022, Ritchie Bros. will mail notification letters via United States Postal Service First Class mail to affected individuals. Ritchie Bros. is offering these individuals two years of complimentary identity monitoring services, including credit monitoring and identity theft restoration. A sample copy of the notification letter is enclosed.

If you have any questions, please contact me at 206-839-4340 or aswaminathan@orrick.com.

Sincerely,

Aravind Swaminathan

Partner
Orrick, Herrington & Sutcliffe LLP

<<Date>> (Format: Month Day, Year)

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country>>

Re: Notice of Data Breach

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

Ritchie Bros. is writing to you about a cybersecurity event. Please read this notice carefully, as it provides information on what happened and what we are doing, as well as information on how you can obtain complimentary credit monitoring and identity restoration services.

What happened?
On November 14, 2021, Ritchie Bros. was alerted to activity indicating unauthorized access by a third party to portions of our IT systems that started on October 28, 2021. Upon detection, we took immediate steps to shut down further access to the affected systems. We terminated the unauthorized access on November 15, 2021, reported the event to law enforcement, and worked with external cybersecurity experts to investigate the event and determine what happened, what data was impacted, and to whom the data belonged. Through the investigation, we learned that the unauthorized third party was able to misappropriate a number of files from our internal network and made them available online.

What information was involved?
Once Ritchie Bros. was able to identify affected files, we began a process to determine who was affected and the types of information that were affected. This analysis was time consuming. We completed this process on February 18, 2022.

We have determined that you were affected and that some of your personal information was accessed or acquired, including the following: <<b2b_text_1(name, data elements)>><<b2b_text_2(data elements cont.)>>.

What we are doing:
Ritchie Bros. is offering you two (2) years of complimentary credit monitoring and identity restoration services.

Please see Attachment A for details regarding these services, as well as how to activate with your unique code. **You must activate by <<b2b_text_6(activation deadline)>> to receive these services.**

Ritchie Bros. is committed to safeguarding confidential and sensitive information, and it values your privacy. As part of our ongoing security operations, we review our security and privacy policies and procedures and implement changes when appropriate to enhance our information security and privacy program and controls. Ritchie Bros. has also implemented additional security measures which have included reinforcing our security practices and fortifying our security monitoring and controls.

What you can do:
In addition to activating the credit monitoring and identity restoration services being offered to you at no charge, we encourage you to take the following precautions:

- 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.
- If you ever suspect that you are the victim of identity theft or fraud, you can contact your local police. Additional information about how to protect your identity is contained in Attachment B.

For more information:
Ritchie Bros. has established a dedicated call center to answer questions. If you have any questions about the event, please call the call center 1-855-618-3209 Monday through Friday from 8:00 a.m. to 5:30 p.m. CT, excluding major US holidays.

Sincerely,

Ritchie Bros. Information Security and Privacy Office

Attachment A – Kroll Instructions

KROLL

TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

Your identity monitoring services include Credit Monitoring, Web Watcher, Public Persona, Quick Cash Scan, $1 Million Identity Fraud Loss Reimbursement, Fraud Consultation, and Identity Theft Restoration.

Visit **https://enroll.krollmonitoring.com** to activate and take advantage of your identity monitoring services.

You have until ***<<b2b_text_6(activation deadline)>>*** *to activate your identity monitoring services.*

Membership Number: **<<Membership Number s_n>>**

For more information about Kroll and your Identity Monitoring services, you can visit info.krollmonitoring.com.

If you prefer to activate these services offline and receive monitoring alerts via the US Postal Service, you may activate via our automated phone system by calling 1-888-653-0511, Monday through Friday, 8:00 a.m. to 5:30 p.m. Central time, excluding major U.S. holiday. Please have your membership number located in your letter ready when calling. Please note that to activate monitoring services, you will be required to provide your name, date of birth, and Social Security number through our automated phone system.

You have been provided with access to the following services from Kroll:

Single Bureau Credit Monitoring
You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

Web Watcher
Web Watcher monitors internet sites where criminals may buy, sell, and trade personal identity information. An alert will be generated if evidence of your personal identity information is found.

Public Persona
Public Persona monitors and notifies when names, aliases, and addresses become associated with your Social Security number. If information is found, you will receive an alert.

Quick Cash Scan
Quick Cash Scan monitors short-term and cash-advance loan sources. You will receive an alert when a loan is reported, and you can call a Kroll fraud specialist for more information.

$1 Million Identity Fraud Loss Reimbursement
Reimburses you for out-of-pocket expenses totaling up to $1 million in covered legal costs and expenses for any one stolen identity event. All coverage is subject to the conditions and exclusions in the policy.

Fraud Consultation
You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration
If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.

To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

Attachment B – Information for U.S. Residents

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

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.

California Residents: Visit the California Office of Privacy Protection (https://oag.ca.gov/privacy) for additional information on protection against identity theft.

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.

Kentucky Residents: The Attorney General can be contacted at Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, www.ag.ky.gov, Telephone: +1 (502) 696-5300.

Maryland Residents: The Attorney General can be contacted at Office of Attorney General, 200 St. Paul Place, Baltimore, Maryland 21202; +1 (888) 743-0023; or www.marylandattorneygeneral.gov.

Massachusetts Residents: Under Massachusetts law, you have the right to obtain any police report filed in connection to the 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.

North Carolina Residents: The Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001; +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 www.consumer.ftc.gov/articles/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.

Oregon Residents: The Attorney General can be contacted at Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, +1 (877) 877-9392 (toll-free in Oregon), +1 (503) 378-4400, or www.doj.state.or.us.

Rhode Island Residents: The Attorney General can be contacted at 150 South Main Street, Providence, Rhode Island 02903; +1 (401) 274-4400; or www.riag.ri.gov. You may also file a police report by contacting local or state law enforcement agencies.