

ARROW TRUCK SALES

CORPORATE OFFICE

3200 MANCHESTER TRFWY.
KANSAS CITY, MO 64129

(800) 827-7694 / (816) 923-5000
FAX: (816) 923-9000

January 11, 2021

BY Online Submission

*Office of the Attorney General
109 Sewall St.
Augusta, ME 04330*

To Whom It May Concern:

On behalf of Arrow Truck Sales, Inc. (“Arrow”), and pursuant to 10 M.R.S.A. § 1347, this letter provides notice of a cybersecurity incident. Arrow is a retailer of pre-owned medium- and heavy-duty trucks operating primarily in the United States and Canada. Arrow is a for-profit entity incorporated in Missouri and has its headquarters in Kansas City, MO.

On or about November 30, 2020, Arrow experienced a ransomware incident. We discovered the incident after Arrow personnel reported being unable to access Arrow’s servers and that their login credentials had been changed. On December 17, 2020, Arrow determined that personal information may have been affected.

After becoming aware of the incident, we quickly began a thorough investigation with the support of outside cybersecurity experts and took steps to prevent further unauthorized access. We also reported the incident to law enforcement. Although the investigation is ongoing, we have determined that on or about November 16, 2020, an unauthorized third party gained access to Arrow’s network and subsequently acquired some of our internal company information from a server before installing the ransomware program. Upon gaining access to the data at issue, Arrow immediately began working with outside experts to determine whether personal information was involved and, if necessary, to be able to carry out the required notifications.

After a detailed search that included a manual review of thousands of files, we recently learned that certain of our customers’ personal information was affected. To date, we have identified 1 Maine resident whose personal information was part of the data taken.

The types of personal information affected are the individuals’ name and Social Security number. We are not aware of any cases of identity theft or fraud connected to this incident and do not believe the unauthorized third party was targeting personal information in the incident.

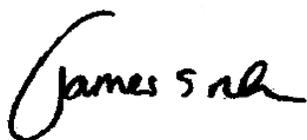
Arrow began sending these individuals formal notice on January 8, 2020 via U.S. mail. A sample of the notification letter is enclosed. As stated in the attached sample notice, we are offering to provide individuals 24 months of complimentary identity theft and credit monitoring services through Kroll. We have also established a call center to respond to individuals’ questions.

Since discovering the incident, we have taken measures to ensure that the unauthorized third party no longer has access to our systems, and are continuing to monitor and improve our capabilities to detect any further threats and avoid any future unauthorized activity. Specifically, we have replaced all affected computers with either new laptops or new hard drives, deployed additional gatekeeping, monitoring, and screening tools across our IT environment, and organized enhanced e-learning on cybersecurity for Arrow employees, among other measures. Arrow regularly evaluates its security protocols and procedures to ensure that sensitive data is protected as a matter of course. Following the incident, we have also reviewed and reinforced this process to ensure the ongoing security of our systems.

As noted above, our investigation of the incident and our detailed review of the data involved are ongoing, and we anticipate the possibility of additional notifications as we complete this process. We will provide your office with any material updates resulting from this investigation.

Arrow takes the protection of personal information of all of its customers and employees very seriously and is committed to answering any questions that your office may have. Please do not hesitate to contact me at jneu@arrowtruck.com.

Regards,

A handwritten signature in black ink that reads "James Neu". The signature is written in a cursive, flowing style.

James Neu
Executive Vice President & Chief Financial Officer
Arrow Truck Sales, Inc.

Enclosures