

2023 Cybersecurity Incident
Frequently Asked Questions
Updated April 25, 2023

In addition to notifications mailed to affected parties beginning on April 17, 2023 and news release issued April 20, 2023, the Alaska Railroad is providing additional information to the public below. There is no indication that passengers' personal information was compromised during the incident. The incident did not pose any threat to railroad safety and will not affect the upcoming passenger and summer freight seasons. The incident only impacts ARRC and poses no threat to any non-ARRC networks.

- 1. What happened?** On December 25, 2022, a third party gained unauthorized access to, and acquired, certain information on our internal network system pertaining to our vendors, current and former employees, and their dependents. This third party compromised the Railroad's security systems to steal some information from the Railroad. The intrusion was identified and stopped on March 18, 2023. The Railroad has been working with a forensics firm to identify impacted systems and to further bolster the Railroad's security measures. In addition, the Railroad has been working with law enforcement.
- 2. Am I affected?** There is no indication that passengers' personal information was compromised during the incident. If you are current or former Railroad employee, travel agency or other vendor to the Railroad, you may have been affected, although the specific information disclosed was different for each of those groups. Notifications have been or are being mailed if you are affected.
- 3. What did you do when the information was accessed?** The Railroad engaged an external forensics firm and reported the incident to law enforcement. The Railroad reviewed its external systems to eliminate the ability of the unauthorized third party to access the systems and reviewed its internal systems to help ensure that the third party did not have continuing access to them.
- 4. Has the intrusion been contained?** Yes. The intrusion was contained on March 18, 2023.
- 5. What are you doing about this so it does not happen again?** The Railroad has bolstered its security measures regarding its external systems to help ensure this does not happen again.
- 6. If I was affected, was my spouse or other family members' information also affected?** If you are a current or former employee, the personal information of your

dependents could have been affected. A separate notice would have been or is being mailed to those dependents.

7. **Have you notified the police or other law enforcement?** Yes, the Railroad been working with law enforcement on this incident.

8. **Has the person who accessed the information been caught?** No.

9. **Will we receive any additional information or updates?** If you are affected and there any significant developments, the Railroad will contact you.

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