

DEC 31 2015

OFFICE OF CONSUMER PROTECTION
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December 23, 2015

Office of Consumer Protection
King Kalakaua Building aka United States Post Office Custom House
and Court House
335 Merchant Street
Honolulu, Hawaii 96813

Dear Office of Consumer Protection:

We write on behalf of Matson Navigation Company, Inc. and Horizon Lines to notify you of a missing device containing personal information of mariners who have sailed on Matson Navigation Company and Horizon Lines ships. As of the date of this notice, we have no indication that the device has been used or was even intentionally removed.

The device was on a ship at the time it was last backed up on November 9th, 2015 while the ship was in dry dock. The ship was docked in Zhoushan, China during November. During its subsequent journey, the ship encountered rough seas, so it's possible the device was lost during this storm. The device was discovered missing on December 7th, 2015, after the ship returned to port in Tacoma, Washington.

The device contains personally identifiable information of 1,150 Hawaii mariners who list your state in their home address, including names, birth dates, addresses, telephone numbers, emergency contact information, and Social Security numbers, and in some (but not all) cases also including bank account and routing numbers, photocopies of passports, Transportation Worker Identification Credentials (TWIC), Merchant Mariner Documents (MMD) and Merchant Mariner Credentials (MMC), and copies of certain fit for duty medical documents. The exact date the device was lost is unknown, but appears to have been between November 9, 2015 and December 7, 2015. The database on the device was user ID and password protected, but it was not encrypted.

While we do not know with certainty if the device was stolen or lost, or if any data was accessed on the device, the fact that the device is missing presents a possibility of exposure of the mariners' personal information. When the device was first discovered as missing on or about December 7, 2015, we moved rapidly in response by notifying our IT experts and leveraging both in-house and external expertise in our investigation. We have reported the incident to law enforcement and are cooperating in their investigation. We also engaged expert third parties who specialize in responding to data exposure incidents to help address this issue. Separately, we are also notifying the affected mariners about this incident so that they can take appropriate precautions to safeguard their personal information. We are

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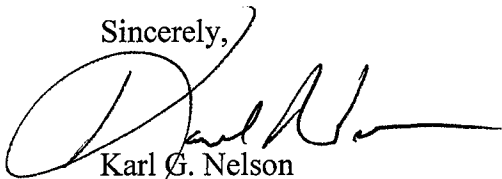
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offering the potentially impacted mariners free identity protection services and notifying them of avenues by which they may seek help from law enforcement if they believe their personal information may have been improperly used. Template copies of individual notification letters sent to mariners in your state are enclosed.

We continue to investigate the matter as well as to assess potential changes to our data systems and procedures with the goal of further enhancing their security.

For further information, you may contact Wayne A. Parker, Assistant General Counsel of Matson Navigation Company, Inc. by phone at (510) 628-4355 or by mail at 555 12th Street, Oakland, CA 94607.

Sincerely,

A handwritten signature in black ink, appearing to read 'Karl G. Nelson', written over a horizontal line.

Karl G. Nelson

KGJ/jcc
Enclosures