



MULLEN
COUGHLIN_{LLC}
ATTORNEYS AT LAW

RECEIVED
JUN 12 2018
CONSUMER PROTECTION

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1275 Drummers Lane, Suite 302
Wayne, PA 19087

June 7, 2018

INTENDED FOR ADDRESSEE(S) ONLY

VIA U.S. MAIL

Attorney General Gordon J. MacDonald
Office of the New Hampshire Attorney General
Attn: Security Breach Notification
33 Capitol Street
Concord, NH 03301

Re: Notice of Data Event

Dear Attorney General MacDonald:

Our office represents Aimbridge Hospitality Holdings, LLC, headquartered at 5851 Legacy Circle, Suite 400, Plano, Texas 75024. Aimbridge Hospitality Holdings, LLC is an independent hotel management company that owns certain entities under the Aimbridge Hospitality Holdings, LLC umbrella. We write to notify you, on behalf of certain entities owned by Aimbridge Hospitality Holdings, LLC, listed in *Exhibit A*, of an event that may affect the security of personal information relating to ninety-nine (99) New Hampshire residents. This notice will be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, Aimbridge Hospitality Holdings, LLC does not waive any rights or defenses it may have regarding the applicability of New Hampshire law or personal jurisdiction.

Background

On March 21, 2018, unusual activity was identified in an employee email account. The employee's credentials were immediately changed and an investigation was launched, with the assistance of third-party forensic investigation firm, to determine what happened. As part of the investigation, it was determined that certain employee email accounts were subject to unauthorized access and certain emails were accessible to an unauthorized individual(s). On May 3, 2018, as part of the ongoing investigation, it was determined that certain personal information relating to certain individuals was

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in an accessible email. It cannot be confirmed whether this information was actually accessed by an unauthorized individual(s).

On May 25, 2018, it was determined that ninety-nine (99) New Hampshire residents had one or more of the following in an accessible email: Name, Social Security number, or financial account information.

Notice to New Hampshire Residents

On June 7, 2018, notice was mailed to those New Hampshire residents by the entities listed in *Exhibit A*, in substantially the same form as the letter attached hereto as *Exhibit B*.

Other Steps Taken and To Be Taken

Aimbridge Hospitality Holdings, LLC's investigation into this event is ongoing. While there is no evidence that the information was actually accessed by an unauthorized individual(s), Aimbridge Hospitality Holdings, LLC is offering those individuals potentially impacted by this event with one (1) year of complimentary credit monitoring and identity restoration services, in addition to helpful information on how to protect against identity theft and fraud. Aimbridge Hospitality Holdings, LLC is also reviewing its policies and procedures to mitigate the risk that a similar event will occur again in the future. In addition to providing this notice to your office, Aimbridge Hospitality Holdings, LLC is providing notice to the consumer reporting agencies and certain other state regulators as required.

Contact Information

Should you have any questions regarding this notification of other aspects of this event, please contact us at 267-930-4798.

Very truly yours,



James E. Prendergast of
MULLEN COUGHLIN LLC

JEP:knp
Enclosure

EXHIBIT A

Entity Name:	Total Number of Resident(s) Notified:
Aimbridge Employee Service Corp.	8
AH 2005 Management, L.P.	1
AH 2007 Management, L.P.	8
Pillar Hotels and Resorts, LLC	1
Channel Point Employee Service LLC	1
Hotel Recovery Management LLC	80
	TOTAL: 99

EXHIBIT B

Return Mail Processing Center
PO Box 6336
Portland, OR 97228-6336

<<Mail ID>>
<<Name 1>>
<<Name 2>>
<<Address 1>>
<<Address 2>>
<<Address 3>>
<<Address 4>>
<<Address 5>>
<<City>><<State>><<Zip>>
<<Country>>

<<Date>>

Re: Notice of Data Breach

Dear <<Name 1>>:

<<Data Field 1>> takes the security of your information very seriously. We are writing to you to inform you of an event that potentially impacts the security of your personal information. While we do not have any indication that information relating to you has been used to engage in identity theft or fraud as a result of this event, we want to provide you with information about the event and what you can do to better protect against the possibility of identity theft and fraud if you feel it is appropriate to do so.

What Happened. On March 21, 2018, we identified unusual activity in an employee email account. We immediately changed the employee's credentials and launched an investigation, with the assistance of third-party forensic investigation firm, to determine what happened. As part of the investigation, we determined that certain employee email accounts were subject to unauthorized access and certain emails were accessible to an unauthorized individual(s).

<<Data Element Paragraph>>


What We Are Doing. We take this event, and the security of your information, seriously. In addition to taking the steps detailed above, we are reviewing our policies and procedures to better protect against an event like this from happening again. While we are unaware of any actual or attempted misuse of your information, we are offering you complimentary access to 12 months of credit monitoring and identity restoration services with TransUnion. In addition to providing notice of this event to you, we are providing notice to certain state regulators and the consumer reporting agencies as required.

What You Can Do. You can review the enclosed *Steps You Can Take to Protect Against Identity Theft and Fraud*, which contains instructions on how to enroll and receive the free credit monitoring and identity restoration services, as well as information on what you can do to better protect against the possibility of identity theft and fraud if you feel it is appropriate to do so.

For More Information. We understand you may have questions that are not answered in this letter. To ensure your questions are answered timely please contact our call center staffed with individuals familiar with this event and protecting against identify theft and fraud at 855-206-9881 Monday through Friday, 9:00 a.m. to 9:00 p.m. ET.

We sincerely regret any inconvenience or concern this incident has caused you.

Sincerely,

A handwritten signature in black ink that reads "Gregory J. Moundas". The signature is written in a cursive style with a large initial "G".

Gregory Moundas
Vice President
<<Data Field 1>>

Steps You Can Take to Protect Against Identity Theft and Fraud

Enroll in Credit Monitoring.

As a safeguard, we have arranged for you to enroll, at no cost to you, in an online credit monitoring service (*myTrueIdentity*) for one year provided by TransUnion Interactive, a subsidiary of TransUnion®, one of the three nationwide credit reporting companies.

To enroll in this service, go to the *myTrueIdentity* website at www.mytrueidentity.com and in the space referenced as “Enter Activation Code”, enter the following 12-letter Activation Code <<Insert Unique 12- letter Activation Code>> and follow the three steps to receive your credit monitoring service online within minutes.

If you do not have access to the Internet and wish to enroll in a similar offline, paper based, credit monitoring service, via U.S. Mail delivery, please call the TransUnion Fraud Response Services toll-free hotline at **1-855-288-5422**. When prompted, enter the following 6-digit telephone pass code <<Insert static 6-digit Telephone Pass Code>> and follow the steps to enroll in the offline credit monitoring service, add an initial fraud alert to your credit file, or to speak to a TransUnion representative if you believe you may be a victim of identity theft.

You can sign up for the online or offline credit monitoring service anytime between now and **August 31, 2018**. Due to privacy laws, we cannot register you directly. Please note that credit monitoring services might not be available for individuals who do not have a credit file with TransUnion, or an address in the United States (or its territories) and a valid Social Security number. Enrolling in this service will not affect your credit score.

Once you are enrolled, you will be able to obtain one year of unlimited access to your TransUnion credit report and credit score. The daily credit monitoring service will notify you if there are any critical changes to your credit file at TransUnion, including fraud alerts, new inquiries, new accounts, new public records, late payments, change of address and more. The service also includes access to an identity restoration program that provides assistance in the event that your identity is compromised to help you restore your identity and up to \$1,000,000 in identity theft insurance with no deductible. (Policy limitations and exclusions may apply.)

Monitor Your Accounts.

Credit Reports. We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your free credit reports and explanation of benefits forms for suspicious activity. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

Fraud Alerts. At no charge, you can also have these credit bureaus place a “fraud alert” on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact any one of the agencies listed below:

Equifax
P.O. Box 105069
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Experian
P.O. Box 2002
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion
P.O. Box 2000
Chester, PA 19016
1-800-680-7289
www.transunion.com

Security Freeze. You may also place a security freeze on your credit reports. A security freeze prohibits a credit bureau from releasing any information from a consumer’s credit report without the consumer’s written authorization. However, please be advised 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. If you have been a victim of identity theft and you provide the credit bureau with a valid police report, it cannot charge you to place, lift, or remove a security freeze. In all other cases, a credit bureau may charge you a fee to place, temporarily lift, or permanently remove a security freeze. Fees vary based on where you live, but commonly range from \$3 to \$15. You will need to place a security freeze separately with each of the three major credit bureaus listed above if you wish to place a freeze on all of your credit files. In order to request a security freeze, you will need to supply your full name, address, date of birth, Social Security number, current address, all addresses for up to five previous years, email address, a copy of your state identification card or driver’s license, and a copy of a utility bill, bank or insurance statement, or other statement proving residence. To find out more on how to place a security freeze, you can use the following contact information:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
1-800-685-1111
www.freeze.equifax.com

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com/freeze/

TransUnion
P.O. Box 2000
Chester, PA 19016
1-888-909-8872
[www.transunion.com/credit-freeze/
place-credit-freeze](http://www.transunion.com/credit-freeze/place-credit-freeze)

Additional Information. You can further educate yourself regarding identity theft, security freezes, fraud alerts, and the steps you can take to protect yourself against identity theft and fraud by contacting the Federal Trade Commission or your state Attorney General. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission encourages those who discover that their information has been misused to file a complaint with them. Instances of known or suspected identity theft should be reported to law enforcement, the Federal Trade Commission, and your state Attorney General. This notice has not been delayed as the result of a law enforcement investigation. **For North Carolina residents**, the Attorney General can be contacted by mail at 9001 Mail Service Center, Raleigh, NC 27699-9001; toll-free at 1-877-566-7226; by phone at 1-919-716-6400; and online at www.ncdoj.gov.