

Morgan Lewis

RECEIVED

MAR 05 2020

CONSUMER PROTECTION

Gregory T. Parks

Partner
215.963.5170
gregory.parks@morganlewis.com

VIA FIRST CLASS MAIL

February 26, 2020

State of New Hampshire
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Re: Notification of Potential Breach of Security Involving 1 New Hampshire Resident

Dear Office of the Attorney General:

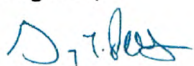
This Firm represents Bed Bath & Beyond Inc. ("Bed Bath & Beyond") in connection with a situation where one of its employees compromised two customers' credit card information at a Bed Bath & Beyond store located in New York, NY. Bed Bath & Beyond's records suggest that this same employee processed transactions for other customers, including 1 New Hampshire resident, at that store between October 17, 2019 and January 4, 2020, although we do not know if that person's, or any other, credit card numbers were compromised.

Upon learning of the incident, Bed Bath & Beyond conducted an internal investigation and determined this potential compromise was an isolated incident that occurred with one specific employee during this specific time period. The employee has since been removed from Bed Bath & Beyond. At this time, Bed Bath & Beyond has not received any additional reports of improper use of the affected individuals' personal information. In an abundance of caution, Bed Bath & Beyond is sending a notification letter out to the 1 New Hampshire customer who it was able to identify as having a transaction processed by this employee at that store between October 17, 2019 and January 4, 2020. In addition, Bed Bath & Beyond is offering a one-year subscription to Experian's identity theft and credit monitoring services.

Further information about what Bed Bath & Beyond has done and what it is recommending to the individuals in question can be found in the enclosed notification letter that Bed Bath & Beyond sent to 1 New Hampshire resident on February 26, 2020.

If you have any questions, please feel free to contact me.

Regards,



Gregory T. Parks

Enclosures



Corporate Office
650 Liberty Avenue
Union, NJ 07083
908-688-0888

February 26, 2020

Via U.S. Mail

Re: **Credit Card Information Potentially Compromised**

Dear Bed Bath & Beyond Customer:

What Happened

It has come to our attention that one of our store employees improperly handled two of our other customers' credit card information at our Bed Bath & Beyond store located at 270 Greenwich Street, New York, NY 10007 on December 23 and 27, 2019. Our records suggest that this same employee processed a transaction for you at the register between October 17, 2019 and January 4, 2020 at that store, although we do not know if your credit card information was also compromised. We sincerely apologize for any inconvenience or concern this may cause.

We have conducted an internal investigation and determined this compromise was an isolated incident that occurred in one specific store with this one specific employee. The employee has since been removed from Bed Bath & Beyond. We take the confidentiality of our customers' financial information very seriously and we want to ensure our customers are informed in order to detect and prevent potential unauthorized charges on their cards.

What Information Was Involved

You are receiving this letter because your credit card/debit card information may have been compromised. We have no way of knowing whether your credit card/debit card information has actually been taken, misused, or will be misused in the future.

What We Are Doing

We partnered with our Corporate Loss Prevention department who investigated this incident. We will be notifying the banks that process payment cards for us, and we understand that they will be notifying the bank(s) that issued the card(s) you used at our store to place an order with this particular employee. However, as a cautionary measure, you should also notify your card's issuing bank so that they can either reissue your card or take other precautionary measures to protect your account.

We sincerely apologize for any inconvenience or concern this has caused you and we want you to be assured that we are taking steps to prevent a similar occurrence. We understand the importance of the situation and we stand ready and willing to help you. We are offering one (1) free year of credit monitoring services to our customers who have received this letter. You may redeem this offer until May 31, 2020. For details regarding these credit monitoring services please contact us at 1-866-223-8436 between the hours of 9 am until 9 pm (EST).

What You Can Do

If you believe there are any additional unauthorized charges on your card, please contact your bank to have it removed. Additionally, we recommend you vigilantly check your account statements and monitor the free credit reports that are available to you. For general information on protecting your privacy and preventing unauthorized use of your personal information, you may visit the U.S. Federal Trade Commission's Web site, <http://ftc.gov> or contact your state office of consumer affairs or attorney general. You can also see the attached "Reference Guide" for more information relevant to your state.

For More Information

If you have any questions or concerns about this matter please contact us at 1-866-223-8436 between the hours of 9 am until 9 pm (EST) Monday through Friday.

Sincerely,

Hank Reinhart
Vice President, Customer Service

Reference Guide

It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity. You may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account by contacting any one or more of the national consumer reporting agencies listed below. You also can obtain information from these credit reporting agencies, as well as the Federal Trade Commission ("FTC") about fraud alerts and security freezes:

Credit Reporting Agencies

Equifax
P.O. Box 740241
Atlanta, GA 30348
1-800-685-1111
www.equifax.com

Experian
P.O. Box 2104
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion
P.O. Box 6790
Fullerton, CA 92834-6790
1-877-322-8228
www.transunion.com

FTC

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)
www.ftc.gov/idtheft

For residents of Iowa: State law requires us to tell you to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of Maryland and North Carolina: State laws require us to tell you that you can obtain information from the Federal Trade Commission about steps you can take to avoid identity theft (including how to place a fraud alert or security freeze). The Federal Trade Commission's contact information is above. If you are a Maryland or North Carolina resident, you may also be able to obtain this information from your state's Attorney General.

MD Attorney General's Office

Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
1-888-743-0023
www.oag.state.md.us

NC Attorney General's Office

Consumer Protection Division
9001 Mail Service Center
Raleigh, NC 27699-9001
1-877-566-7226
<http://www.ncdoj.gov/>

For residents of New York: You may also contact the following state agencies for information regarding security breach response and identity theft prevention and protection information:

New York Attorney General's Office
Bureau of Internet and Technology
(212) 416-8433
<https://ag.ny.gov/internet/resource-center>

NYS Department of State's Division of Consumer
Protection
(800) 697-1220
<https://www.dos.ny.gov/consumerprotection>