

March 2, 2022

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State of New Hampshire  
Department of Justice  
Office of the Attorney General Gordon J. MacDonald  
33 Capitol Street  
Concord, NH 03301  
[attorneygeneral@doj.nh.gov](mailto:attorneygeneral@doj.nh.gov)

**RE: Notification of Security Incident**

Dear Mr. MacDonald:

I am writing on behalf of Expedia Group, Inc., to inform you of a recent incident that may have involved access to consumer credit card information. Expedia provides booking services for hotels across several websites, including Expedia.com, Hotels.com, and others. On February 14, Expedia discovered that an unauthorized user had fraudulently gained access to certain hotel reservations on Expedia backend systems. Under some circumstances, these records include credit card information used to process the reservation or related fees. It is possible that the actor used their access to the reservation records to obtain this credit card information.

Expedia has terminated the fraudulent activity and has taken additional steps to enhance its protocols to detect and disable such activity. In light of this incident, it is notifying affected customers, including approximately one believed to live in New Hampshire, beginning Wednesday, March 2, 2022.

Please contact me at the above address with any questions or concerns regarding this incident.

Sincerely,

  
Amelia M. Gerlicher

**From:** [Expedia.com](https://www.expedia.com)  
**To:**  
**Subject:** Important Information about your prior Expedia Group booking  
**Date:**



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Re: Notice of Security Incident  
Card ending in xxxx

Dear Traveler,

We are writing to let you know of an issue discovered recently that may have resulted in unauthorized access to your credit card information.

**What Happened?**

An unauthorized user fraudulently gained access to certain bookings made through an [Expedia Group brand](#) between March 24th, 2021 and February 14th, 2022. Under some circumstances, these records include credit card information used to process the reservation or related fees. We believe that the actor may have used their access to the reservation records to obtain this credit card information.

**What Information Was Involved?**

Your name, email address, and credit card number were potentially accessed. The system does not store the card security code or your billing address.

**What Are We Doing?**

We removed the actor from the system and continue to review account protocols to detect and discourage such activity. As an additional benefit to affected customers, we are offering a membership to a credit monitoring service. Instructions for activating this service are below.

**What You Can Do**

Even though to date we have not received any reports of actual misuse of any information as a result of this incident, we recommend that you monitor your credit card transaction records and report suspicious activity to your credit card company. Additional steps to protect your personal information are below.

You may also contact us at 1-800-397-3342.

On behalf of Expedia Group, we regret any inconvenience this may cause you.

Sincerely,  
Expedia Group Customer Service

**Additional Information**

This incident did not affect your credit or information that can be used to obtain credit. The below steps are general ones that you can take to protect your personal information.

You may obtain a free copy of your credit report maintained by each of the three credit reporting agencies by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com) or by calling toll-free 877-322-8228. Review the reports carefully, and if you find anything you do not understand or that is incorrect, contact the appropriate credit reporting agency. Credit reporting agencies must investigate your report, and remove inaccurate, incomplete, or unverifiable information.

You have the right to put a fraud alert or security freeze on your credit report. A fraud alert will notify any merchant checking your credit history that you may be the victim of identity theft and that the merchant should take additional measures to verify the application. Contacting any one of the three credit reporting agencies will place an alert on your file at all three of them. A security freeze restricts all creditor access to your account, but might also delay any requests you might make for new accounts. Credit reporting agencies cannot charge you to place a security freeze.

- Equifax, P.O. Box 105069, Atlanta, GA 30348, 866-349-5191, [Equifax.com](http://Equifax.com)
- Experian, P.O. Box 9554 Allen, TX 75013, 888-397-3742, [experian.com](http://experian.com)
- TransUnion, P.O. Box 2000 Chester, PA 19022, 800-680-7289, [transunion.com](http://transunion.com)

To obtain a security freeze, you will need to supply your name, address, date of birth, Social Security number, and other personal information. The agencies are not permitted to charge you for placing or lifting a freeze. Each credit reporting agency will confirm your request with a unique PIN or password that you will need in order to lift or remove the freeze. You should keep the PIN or password in a safe place.

You have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

Suspected identity theft should be reported to law enforcement, your attorney general, or the Federal Trade Commission, which also offers information about avoiding identity theft.

Federal Trade Commission  
1-877-ID-THEFT (1-877-438-4338)  
Consumer Response Center  
600 Pennsylvania Avenue, NW  
Washington, DC 20850  
[www.consumer.gov/idtheft](http://www.consumer.gov/idtheft)

*IF YOU ARE A RHODE ISLAND RESIDENT:* This incident affected an unknown number of Rhode Island residents. You may also obtain information about preventing identity theft from the Rhode Island Attorney General's Office.

Rhode Island Office of the Attorney General  
150 South Main Street  
Providence, RI 02903  
Phone: (401) 274-4400  
<http://www.riag.ri.gov>

*IF YOU ARE A NEW YORK RESIDENT:* You may also obtain information about preventing identity theft from the New York Department of State's Division of Consumer Protection. This office can be reached at:

New York State Division of Consumer Protection

123 William Street	One Commerce Plaza
New York, NY 10038-3804	99 Washington Ave.
1 (800) 697-1220	Albany, NY 12231-0001

<http://www.dos.ny.gov/consumerprotection>

*IF YOU ARE A MARYLAND RESIDENT:* You may also obtain information about avoiding identity theft from the Maryland Attorney General's Office. This office can be reached at:

Office of the Attorney General  
Consumer Protection Division  
200 St. Paul Place  
Baltimore, MD 21202  
(888) 743-0023  
[www.oag.state.md.us](http://www.oag.state.md.us)

*IF YOU ARE A NORTH CAROLINA RESIDENT:* You may also obtain information about preventing identity theft from the North Carolina Attorney General's Office. This office can be reached at:

North Carolina Department of Justice  
Attorney General Roy Cooper  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
(877) 566-7226  
<http://www.ncdoj.com>

*IF YOU ARE A DISTRICT OF COLUMBIA RESIDENT:* You may also obtain information about preventing identity theft from the D.C. Attorney General's Office. This office can be reached at:

Office of Consumer Protection  
441 4th Street, NW  
Washington, DC 20001  
(202) 442-9828  
<https://oag.dc.gov/consumer-protection>

**DETAILS REGARDING YOUR EXPERIAN IDENTITYWORKS MEMBERSHIP:**

To help protect your identity, we are offering a complimentary membership of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you enroll by: 06/30/2022 (Your code will not work after this date.)
- Visit the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bplus>
- Provide your activation code: xxxx

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877.890.9332 by 06/30/2022. Be prepared to provide engagement number B028498 as proof of eligibility for the identity restoration services by Experian.

A credit card is not required for enrollment in Experian IdentityWorks.

You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- Experian credit report at signup: See what information is associated with your credit file. Daily credit reports are available for online members only. \*
- Credit Monitoring: Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- Internet Surveillance: Technology searches the web, chat rooms and bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- Identity Restoration: Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.



- Experian IdentityWorks ExtendCARE™: You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- Up to \$1 Million Identity Theft Insurance\* \*: Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 877.890.9332. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for 12 months from the date of this notification and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

\* Offline members will be eligible to call for additional reports quarterly after enrolling

\* \*The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

[My Account](#) | [Update Preferences](#) | [Privacy Policy](#) | [Add us to your address book](#) | [Customer Service](#) | [View this email in a web browser](#)

You are receiving this transactional email based on a recent booking or account-related update on [Expedia.com](http://Expedia.com).

**Contact information:** Expedia, Attn: EMC Team 1111 Expedia Group Way West, Seattle, WA 98119, USA. Expedia cannot receive replies to this email.

CST# 2029030-50

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