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June 13, 2014

Attorney General Michael A. Delaney
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Re: Giant Eagle, Inc.

Dear Attorney General Delaney:

We represent Giant Eagle, Inc. (“Giant Eagle”) and are writing to notify you of an issue that may involve certain personally identifiable information of fourteen (14) New Hampshire residents. Giant Eagle’s investigation is ongoing and this notification will be supplemented with any new significant facts or findings subsequent to this submission, if any. By providing this notice, Giant Eagle does not waive any rights or defenses regarding the applicability of New Hampshire law or personal jurisdiction.

On May 24, 2014, an employee of Giant Eagle notified the company of a potential issue within its *MyHRConnection* Team Member (employee) portal. Giant Eagle immediately investigated and addressed this issue by disabling the problematic functionality, on May 27, 2014.

Giant Eagle’s investigation confirmed that while properly logged into the Team Member portal, it was possible, yet difficult, to view names and Social Security numbers of employees of Giant Eagle and employees of Giant Eagle-related employers or Giant Eagle independent retailers, for which Giant Eagle provided payroll services. No other financial or personally identifiable information was able to be viewed.


In addition, Giant Eagle does not have any evidence that employees’ personally identifiable information was viewed by other employees or by anyone else as this is an internal employee portal. It is also important to note that this issue does not affect Giant Eagle Team Members’ spouses or dependents in any way. Moreover, this issue does not affect Giant Eagle customers in any way.

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We wanted to make you (and the affected residents) aware of the issue and explain the steps Giant Eagle is taking to safeguard residents against identity fraud. Beginning on June 13, 2014, Giant Eagle is providing the New Hampshire residents with written notice of this issue, in substantially the same form as the letter attached hereto. Giant Eagle has advised the residents to remain vigilant in reviewing financial account statements for fraudulent or irregular activity. Giant Eagle is also offering the residents a complimentary one-year membership with a credit monitoring service and is also providing dedicated call center support, to answer questions. Giant Eagle has advised these individuals about the process for placing a fraud alert on their credit files and obtaining a free credit report. The residents have also been provided with the contact information for the consumer reporting agencies and the Federal Trade Commission.

Please know that Giant Eagle takes the security of your residents' personal information very seriously and is committed to continually improving its processes to protect this information. Should you have any questions regarding this notification or the issue, please contact me at (248) 220-1354 or jgiszczak@mcdonaldhopkins.com.

Sincerely,



James J. Giszczak

JJG/dap
Encl.



101 Kappa Drive, RIDC Park
Pittsburgh, PA 15238



June 13, 2014

Dear [REDACTED],

Ethics, trust and integrity are our top priorities at Giant Eagle, and I want to ensure that you are informed quickly about important Company matters. I have some information I want to share with you because it may involve some of the personal data that you provided in connection with your employment with Giant Eagle.

A Giant Eagle Team Member notified us of a potential issue within our *MyHRConnection* (Company-only) Team Member portal on May 24, 2014. We immediately investigated and addressed this issue by disabling the problematic functionality, on May 27, 2014. We are *very* proud of this Team Member for bringing this issue to our attention.

Specifically, we were informed that, while properly logged into the Team Member portal, it was possible, yet difficult, to view Team Members' names and Social Security numbers. *Financial or other personally identifiable information was not able to be viewed.* We don't have any evidence that your personal information was actually viewed by another Team Member or by anyone else as this is an internal Team Member portal. Because we are committed to protecting your information, we are offering you a 12-month membership in Experian's ProtectMyID® Alert at our expense. Instructions are enclosed with this letter. Additionally, you should always remain vigilant in reviewing your financial account statements for fraudulent or irregular activity on a regular basis.

It is also important to note that to date, we are not aware of any reports of identity fraud, theft or other harmful activity resulting from this issue. Additionally, this issue does not affect Giant Eagle Team Members' spouses or dependents or customers in any way.

Again, please know we take the security of your personal information very seriously and are committed to continually improving our processes to protect you and your information. As a Team Member, this affects me too, and I am very sorry for any inconvenience or concern this issue may cause. **If you have further questions regarding this issue, please call our dedicated toll-free number we have set up to respond to questions at (866) 926-9803.** The call center is available Monday through Friday, 9 a.m. to 9 p.m. Eastern Standard Time and on Saturday and Sunday, 11 a.m. to 8 p.m. Eastern Standard Time.

Sincerely,

Laura Karet
Chief Executive Officer



INSTRUCTIONS

1. Enrolling in Complimentary 12-Month Credit Monitoring.

Protecting your personal information is important to Giant Eagle. In response to this issue and as a precautionary measure, we have arranged for you to enroll in Experian's® ProtectMyID® Alert for a one year period at our expense. This protection is provided by Experian, one of the three major nationwide credit reporting companies.

Activate Experian's® ProtectMyID® Now in Three Easy Steps:

1. ENSURE that you enroll by **September 30, 2014**.
2. VISIT the ProtectMyID Web Site to enroll: www.protectmyid.com/redeem
3. PROVIDE your 9-character Activation Code: XXXXXXXXXX

If you have questions or need an alternative to enrolling online, please call **(866) 926-9803** and provide Engagement #

Additional Details Regarding Your 12-Month ProtectMyID Membership:

A credit card is not required for enrollment.

Once your ProtectMyID membership is activated, you will receive the following features:

- **Free copy of your Experian credit report**
- **Surveillance Alerts for:**
 - **Daily Bureau Credit Monitoring:** Alerts of key changes and suspicious activity found on your Experian, Equifax® and TransUnion® credit reports.
- **Identity Theft Resolution & ProtectMyID ExtendCARE:** Toll-free access to US-based customer care and a dedicated Identify Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each issue; help with contacting credit grantors to dispute charges and close accounts including credit, debit and medical insurance cards; assist with freezing credit files; contact government agencies.
 - It is recognized that identity theft can happen months and even years after an issue. To offer added protection, you will receive ExtendCARE™, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.
- **\$1 Million Identity Theft Insurance:** Immediately covers certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers. (Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of AIG. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.)

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at (866) 926-9803.

2. Placing a 90-Day Fraud Alert on Your Credit File.

Whether or not you choose to use the complimentary 12-month credit monitoring services, we recommend that you place an initial 90-day "Fraud Alert" on your credit files. A fraud alert tells creditors to contact you personally before they open any new accounts in your name, increase the credit limit on an existing account, or provide a new card on an existing account. To place a fraud alert, call any one of the three major credit bureaus at the numbers listed below. As soon as one credit bureau confirms your fraud alert, they will notify the others.

TransUnion
Consumer Fraud Division
PO Box 6790
Fullerton, CA 92834-6790
www.transunion.com
1-800-680-7289

Experian
Consumer Fraud Division
PO Box 9554
Allen, TX 75013
www.experian.com
1-888-397-3742

Equifax
Consumer Fraud Division
PO Box 740256
Atlanta, GA 30374-0256
www.equifax.com
1-800-525-6285

3. Consider Placing a Security Freeze on Your Credit File.

In addition, you may request a "Security Freeze" be placed on your credit file. A security freeze prohibits, with certain specific exceptions, the consumer reporting agencies from releasing your credit report or any information from it without your express authorization. You may place a security freeze on your credit report by sending a request in writing, by mail, to all three nationwide credit reporting companies.

4. Obtaining a Free Credit Report.

Under federal law, you are entitled to one free credit report every 12 months from each of the above three major nationwide credit reporting companies. Call **1-877-322-8228** or request your free credit report online at **www.annualcreditreport.com**.

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit report periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Be sure to obtain a copy of the police report, as many creditors will want the information it contains to absolve you of the fraudulent debts. You may also file a complaint with the FTC by contacting them on the web at www.ftc.gov/idtheft, by phone at 1-877-IDTHEFT (1-877-438-4338), or by mail at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. In addition, you may obtain information from the FTC about fraud alerts and security freezes.

If you are an **IOWA** resident, please read the following:

You may also report suspected incidents of identity theft to local law enforcement or the Iowa Attorney General:

Office of the Iowa Attorney General
Consumer Protection Division
1305 East Walnut Street
Des Moines, IA 50319
(515) 281-5164
1-888-777-4590
Fax: (515) 281-6771
www.iowaattorneygeneral.gov

If you are a **MARYLAND** resident, please read the following:

In addition to the FTC, the Maryland Office of the Attorney General can also be contacted to obtain information on the steps you can take to avoid identity theft:

Office of the Attorney General
200 St. Paul Place
Baltimore, MD 21202
1-888-743-0023
www.oag.state.md.us

If you are a **NORTH CAROLINA** resident, please read the following:

In addition to the FTC, the North Carolina Office of the Attorney General can also be contacted to obtain information on the steps you can take to prevent identity theft:

Office of the Attorney General
9001 Mail Service Center
Raleigh, NC 27699-9001
1-877-566-7226
www.ncdoj.com

