

STATE OF NH  
DEPT OF JUSTICE  
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# NORTON ROSE FULBRIGHT

Norton Rose Fulbright US LLP  
Tabor Center  
1200 17th Street, Suite 1000  
Denver, Colorado 80202-5835  
United States

Direct line +1 303 801 2758  
kris.kleiner@nortonrosefulbright.com

Tel +1 303 801 2700  
Fax +1 303 801 2777  
nortonrosefulbright.com

August 12, 2016

**By Certified Mail  
Return Receipt Requested**

**Office of the New Hampshire Attorney General  
Consumer Protection & Antitrust Bureau  
33 Capitol Street  
Concord, NH 03301**

## **Re: Legal Notice of Information Security Incident**

Dear Sirs or Madams:

I write on behalf of my client, HEI Hotels & Resorts ("HEI"), to inform you of a potential security incident that may have affected the personal information of some New Hampshire residents. Unfortunately, because this incident impacted point-of-sale transactions, HEI does not have the means to identify affected individuals or their state of residence. As a result, HEI is notifying affected individuals via notice on its website and through media and is outlining some steps that potentially affected individuals may take to help protect themselves. HEI is also notifying your office, out of an abundance of caution, in the event that any New Hampshire residents were impacted.

HEI recently learned that an unauthorized individual was able to gain access to its network to and install malicious software on our payment processing systems at certain properties designed to capture payment card information for transactions on point-of-sale terminals. The affected locations include the Boca Raton Marriott at Boca Center, Dallas Fort Worth Marriott Hotel & Golf Club, Equinox Resort Golf Resort & Spa, Hotel Chicago Downtown, Hyatt Centric Santa Barbara, Intercontinental Tampa Bay, Le Meridien Arlington, Le Meridien San Francisco, Renaissance San Diego Downtown Hotel, Royal Palm South Beach Miami, San Diego Marriott La Jolla, Sheraton Music City Hotel, Sheraton Pentagon City, The Hotel Minneapolis Autograph Collection, The Westin Minneapolis, The Westin Pasadena, The Westin Philadelphia, The Westin Snowmass Resort, The Westin Washington, D.C. City Center, and the Westin Fort Lauderdale. Based on the information currently available from HEI's investigation, it appears that the unauthorized individual may have been able to access certain payment card information, including name, payment card account number, card expiration date, and verification code for customers who made payment card transactions on point-of-sale terminals, such as food and beverage outlets, between December 2, 2015 and June 21, 2016. The affected period for a limited number of properties began on March 1, 2015.

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HEI takes the privacy of personal information very seriously, and deeply regrets that this incident occurred. HEI took steps to address and contain this incident promptly after it was discovered, including engaging outside data forensic experts to assist in investigating and remediating the situation and promptly transitioning payment card processing to stand-alone systems that are completely separated from the rest of its network. In addition, HEI has disabled the malware and have reconfigured its point-of-sale and payment card processing systems to enhance the security of these systems. HEI has also contacted law enforcement and will continue to cooperate in their investigation of this incident.

Affected individuals are being notified via media notice and a notification on HEI's website. A form copy of the website notice being provided to affected New Hampshire residents is included for your reference.

If you have any questions or need further information regarding this incident, please contact me at (303) 801-2758 or [kris.kleiner@nortonrosefulbright.com](mailto:kris.kleiner@nortonrosefulbright.com).

Very truly yours,



Kristopher Kleiner

KCK  
Enclosure