STATE OF NH
DEPT. OF JUSTICE
2017 MAR 29 AM 9:59

BakerHostetler

Baker&Hostetler LLP

2929 Arch Street
Cira Centre, 12th Floor
Philadelphia, PA 19104-2891

T 215.568.3100
F 215.568.3439
www.bakerlaw.com

Erich M. Falke
direct dial: 215.564.6529
efalke@bakerlaw.com

March 28, 2017

VIA OVERNIGHT MAIL

Joseph Foster
Office of the Attorney General
33 Capitol St
Concord, NH 03301

Re: Incident Notification

Dear Attorney General Foster:

We are writing on behalf of our client, VHG Fourth Street SF, LLC ("Hotel Zelos"), to notify you of a security incident involving New Hampshire residents.

On February 26, 2017, Hotel Zelos learned that a hotel laptop computer had been stolen that day from an internal office at the hotel. On the same day, Hotel Zelos notified the police and filed a police report. Hotel Zelos then immediately began a thorough investigation to determine what information may have been stored on the computer. Their investigation determined that the computer was being used by the hotel for billing purposes in connection with a special event being organized at the hotel and, as a result, contained certain guests' name, address, payment card number, and expiration date. To date, the computer has not been located.

On March 28, 2017, Hotel Zelos began sending written notification via U.S. Mail, to 20 New Hampshire residents in accordance with N.H. Rev. Stat. Ann. § 359-C:20 in substantially the same form as the letter attached hereto.[1] Notice is being provided as soon as possible. Hotel Zelos has also established a dedicated call center to assist individuals with any questions they may have.

To help prevent a similar incident from happening in the future, Hotel Zelos has taken steps to reinforce with its staff the importance of handling personal information securely and continues to enhance its information security safeguards.

[1] This report is not, and does not constitute, a waiver of the Hotel Zelos' objection that New Hampshire lacks personal jurisdiction over Hotel Zelos regarding any claims related to the data security incident.

Please do not hesitate to contact me if you have any questions regarding this matter.

Sincerely,

Erich Falke

Enclosure

hotel zelos

SAN FRANCISCO

PO Box 10427
Dublin, OH 43017-4027

VHG1000002

Sample Customer
123 Sample St Apt 2
Raleigh, NC 43017-1234

hotel zelos
SAN FRANCISCO

PO Box 10427
Dublin, OH 43017-4027

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VHG1000002

March 28, 2017

Sample Customer
123 Sample St Apt 2
Raleigh, NC 43017-1234

Dear Sample Customer:

VHG Fourth Street SF, LLC ("Hotel Zelos") is committed to protecting the security and confidentiality of our customers' personal information. Regrettably, we are writing to inform you about an incident involving some of that information.

On February 26, 2017, we learned that a hotel laptop computer had been stolen that day from an internal office at Hotel Zelos. On the same day, we notified the police and filed a police report. We then immediately began a thorough investigation to determine what information may have been stored on the computer. Our investigation confirmed that the computer contained your name, address, payment card number, and expiration date. To date, the computer has not been located.

We have no knowledge that your personal information was used in any way nor any indication that the stolen computer has been activated since its theft. However, out of an abundance of caution, we are notifying you about this incident so you can take appropriate steps to protect your payment card account. Thus, we recommend that you remain vigilant by reviewing your credit card account statements for any unauthorized activity. You should immediately report any unauthorized charges to your financial institution because payment card rules generally provide that cardholders are not responsible for unauthorized charges reported in a timely manner. The phone number to call is usually on the back of your payment card. You should also review the additional information included with this letter on steps you can take to protect yourself.

We deeply regret any inconvenience this may cause you. Hotel Zelos has taken steps to reinforce with its staff the importance of handling personal information securely and continues to enhance its information security safeguards. If you have any questions, please call (844) 364-8912, Monday through Friday between 9 a.m. and 5 p.m. Eastern Time.

Sincerely,

Sietse Nabben

General Manager

More Information About Ways to Protect Yourself

We recommend that you remain vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free cred it report please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

Equifax, PO Box 740256, Atlanta, GA 30374, www.equifax.com, 1-800-525- 6285
Experian, PO Box 9554, Allen, TX 75013, www.experian.com, 1-888-397-3742
TransUnion, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

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