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CONSUMER PROTECTION

May 30, 2018

VIA U.S. MAIL

Office of Attorney General
State of New Hampshire
Attn: Security Breach Notifications
33 Capitol Street
Concord, NH 03301

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Re: Notice of Breach of Security pursuant to N.H. Rev. Stat. § 359-C:20(I)(b)

Dear Sir or Madam:

K&L Gates LLP represents Rail Europe SAS (France) (Rail Europe). In accordance with N.H. Rev. Stat. § 359-C:20(I)(b), please accept this letter as notification to the Office of Attorney General of a security breach (the "Incident"). The Incident affected 22 New Hampshire residents.

As a result of queries from one of Rail Europe's banks on or about February 16, 2018, Rail Europe undertook an investigation of its ecommerce websites, which are used to purchase rail passes for use in EU countries. The ongoing in-depth investigation has revealed to date that unauthorized persons gained unauthorized access to the ecommerce websites' IT platform beginning in June 2017 and personally identifiable information may have been compromised.

Rail Europe engaged two forensic analysis and security auditing firms. The investigation indicated that: (i) names and credit card numbers *may* have been compromised for travel agents who completed purchases on Rail Europe's websites between June 15, 2017 and February 16, 2018 and (ii) usernames and passwords for travel agents who created or accessed their accounts on Rail Europe's websites between June 15, 2017 and February 16, 2018 *may* have been compromised. Payment Security Compliance, a PCI Forensic Investigator, also is conducting a forensic investigation for the affected issuing banks and credit card brands.

Rail Europe shut down the affected ecommerce websites as soon as the possibility of a security compromise was discovered and all compromised servers were cut off from the Internet and completely isolated. Rail Europe is rebuilding its ecommerce websites in close alignment with the Payment Card Industry Data Security Standards (PCI-DSS).

Rail Europe notified all individuals whose personal information may have been compromised on or about May 11th.

Please do not hesitate to contact me at 617-261-3162 if you have any questions or would like additional information.

Sincerely yours,

Julia B. Jacobson
JBS

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