

BakerHostetler

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CONSUMER PROTECTION

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July 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:

Our client, Stout Street Hospitality (“Stout Street”), submits this notice after learning of a security incident that may have involved personal information for twenty four (24) New Hampshire residents. On June 6, 2017, Sabre Hospitality Solutions (“Sabre”), a company that offers a reservation system to Stout Street, disclosed that an unauthorized party gained access to account credentials that permitted unauthorized access to unencrypted payment card information, as well as certain reservation information, for a subset of hotel reservations processed through Sabre’s SynXis Central Reservations system. Stout Street immediately began its own investigation to discover the scope of the incident, as well as identify potentially affected individuals.

Findings from Sabre’s investigation show that the unauthorized party first obtained access to payment card and other reservation information on August 10, 2016 and last had access to payment card information on March 9, 2017. The unauthorized party was able to access payment card information for some hotel reservation(s), including cardholder names, card numbers, card expiration dates, and card security codes (CVV). The unauthorized party was also able, in some cases, to access certain information such as guest names, emails, phone numbers, addresses, and other information related to individuals’ visits.

Stout Street began notifying individuals by U.S. Mail on July 28, 2017 in accordance with N.H. Rev. Stat. Ann. § 359-C:20 in substantially the same form as the document enclosed

Atlanta Chicago Cincinnati Cleveland Columbus Costa Mesa Denver
Houston Los Angeles New York Orlando Philadelphia Seattle Washington, DC

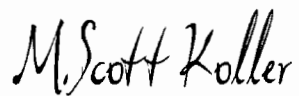
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herewith.¹ Stout Street included the Sabre call center number on all mailed notification letters in case any individuals have additional questions concerning the incident.

To help prevent something like this from happening again, Sabre has engaged a leading cybersecurity firm to support its investigation and notified law enforcement and payment card brands about this incident.

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

Sincerely,

A handwritten signature in black ink that reads "M. Scott Koller". The signature is written in a cursive, slightly slanted style.

M. Scott Koller
Counsel

Enclosure

¹ This report is not, and does not constitute, a waiver of personal jurisdiction.

Stout Street Hospitality
Return Mail Processing Center
PO Box 6336
Portland, OR 97228-6336

<<Mail ID>>
<<Name>>
<<Address 1>>
<<Address 2>>
<<City>>, <<State>> <<Zip>>

<<Date>>

Dear <<Name>>:

Stout Street Hospitality values the relationship we have with our guests and understands the importance of protecting personal information. Regrettably, we are writing to inform you of an incident that occurred at Sabre Hospitality Solutions, a company that provides a reservation system to Stout Street Hospitality, involving your personal information.

Following an examination of forensic evidence, Sabre notified us on June 6, 2017 that an unauthorized party gained access to account credentials that permitted unauthorized access to unencrypted payment card information, as well as certain reservation information, for a subset of hotel reservations processed through its SynXis Central Reservations system. Findings from the investigation show that the unauthorized party first obtained access to payment card and other reservation information on August 10, 2016 and last had access to payment card information on March 9, 2017.

The unauthorized party was able to access payment card information for your hotel reservation(s), including cardholder name, card number, card expiration date, and card security code (CVV). The unauthorized party was also able, in some cases, to access certain information such as guest name, email, phone number, address, and other information. Sabre engaged a leading cybersecurity firm to support its investigation. Sabre also notified law enforcement and the payment card brands about this incident.

It is always advisable to remain vigilant to the possibility of fraud by reviewing your payment card statements for any unauthorized activity. You should immediately report any unauthorized charges to your card issuer 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. Please see the section that follows this notice for additional steps you may take.

We apologize for any inconvenience caused by this incident. If you have any questions regarding this incident or if you desire further information or assistance, please do not hesitate to contact Sabre at 888-721-6305, Monday through Friday, 24 hours a day.

Sincerely,

Stout Street Hospitality

MORE INFORMATION ON 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 credit 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 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111
Experian, PO Box 2002, 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

For Residents of Maryland:

Maryland Attorney General's Office, 200 St. Paul Place, Baltimore, MD 21202, www.oag.state.md.us, 1-888-743-0023 (toll free when calling within Maryland) or 1-410-576-6300 (for calls originating outside Maryland)

For Residents of North Carolina:

North Carolina Attorney General's Office, 9001 Mail Service Center, Raleigh, NC 27699, www.ncdoj.gov, 1-919-716-6400 or toll free at 1-877-566-7226

For Residents of Rhode Island

Rhode Island Attorney General's Office, 150 South Main Street, Providence, RI 02903, www.riag.ri.gov, 1-401-274-4400

You also have rights under the federal Fair Credit Reporting Act, which promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. For more information on your rights, please visit www.ftc.gov/credit.