



EMBASSY SUITES®

San Francisco Airport - S San Francisco

New Hampshire AG

February 5, 2014

Joseph Foster
Attorney General
New Hampshire Department of Justice
33 Capitol Street
Concord, NH 03301

Mr. Foster:

On behalf of the San Francisco Airport – South San Francisco Embassy Suites hotel (the “San Francisco Embassy Suites”), I am writing to inform you about a recent incident involving information maintained by the San Francisco Embassy Suites and relating to New Hampshire residents.

We recently discovered that between June 18, 2013 and September 14, 2013, an unauthorized third party using a manual device illegally obtained information relating to payment cards used at the hotel. We began investigating the incident as soon as we learned of it. Through that investigation, we have determined that the incident may have involved 7 New Hampshire residents who were guests at the hotel and involved credit or debit card number, expiration date, cardholder name, and CVV2. We are working with law enforcement on the investigation of this incident. We have no reason to believe that this incident impacted any other Embassy Suites hotel, nor do we believe that any consumer information beyond payment card details was compromised.

We will provide notice regarding this incident the aforementioned New Hampshire residents shortly.

Please do not hesitate to contact me at 650-246-3170 if you have any questions.

Sincerely,

Rudy Ortiz
General Manager

San Francisco Airport – South San Francisco Embassy Suites



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