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CONSUMER PROTECTION

July 14, 2017

Via Certified Mail

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

Re: Data Breach Notification Pursuant to N.H. Rev. Stat. Ann. § 359-C:20(b)

To Whom It May Concern:

We write on behalf of our client, SBE ENT Holdings, LLC (“SBE”), to inform the New Hampshire Office of the Attorney General of a security incident involving personal information of New Hampshire residents pursuant to N.H. Rev. Stat. Ann. § 359-C:20(b).

On or about June 6, 2016, SBE received notice from Sabre Hospitality Solutions (“Sabre”), a third-party reservations system provider utilized industry-wide, about an incident involving unauthorized access to personal information maintained on its SynXis central reservations system (“SynXis CRS”). Sabre’s SynXis CRS facilitates the booking of hotel reservations made by guests through hotels, traditional travel agencies, online travel agencies, and similar booking services. The incident did not affect SBE’s systems.

According to Sabre, an unauthorized party gained access to Sabre-specific account credentials, which permitted access to unencrypted payment card information and certain reservation information for SBE guests processed and stored on the SynXis CRS. The unauthorized party was able to access payment card information, including cardholder name; card number; card expiration date; and, potentially, the card security code. The unauthorized party may have also accessed certain personal information associated with SBE guest reservations, such as guest name, email, phone number, address, and other information. According to Sabre, other personal information, such as Social Security, passport, or driver’s license number, was not accessed.

Sabre’s investigation determined that the unauthorized party first obtained access to payment card and other personal information on August 10, 2016, and that the last access was on March 9, 2017. Sabre informed us that it engaged a leading cybersecurity firm to support its investigation, and took measures to stop the unauthorized access to the SynXis CRS. Sabre also informed us that it notified law enforcement and the payment card brands, such as MasterCard and Visa, about this incident.

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Unfortunately, Sabre is unable to provide us with the necessary information to determine the precise number of affected individuals due, in part, to the use of corporate accounts, incomplete or insufficient contact information, and placeholder accounts and payment methods (such as virtual cards or other limited-use payment methods) within the SynXis CRS. As a result, SBE is unable to provide your office with the approximate number of affected New Hampshire residents.

SBE mailed written notices to identifiable affected individuals on July 14, 2017. SBE will provide substitute notice substantially similar to the individual notice to all other affected individuals for whom SBE lacks sufficient contact information to provide written notice.

If you have any questions, you may contact me at (415) 293-5816 or by email at Matthew.Baker@KattenLaw.com.

Sincerely,

A handwritten signature in cursive script that reads "Matthew Baker".

Matthew R. Baker