

## **Barbecue Renew, Inc.:**

### **FAQs concerning data breach and system intrusion at [www.GrillParts.com](http://www.GrillParts.com)**

#### **FAQs**

##### **How did Barbecue Renew first find out about the incident?**

In October 2014, we received a Common Point of Purchase ("CPP") notification from payment card industry contacts informing us of at least two incidents of suspicious and potentially fraudulent activity originating from a number of payment cards used to purchase products through our website [www.grillparts.com](http://www.grillparts.com).

##### **How did Barbecue Renew respond to the incident?**

Following the initial CPP notification in October 2014, we immediately began working with our payment industry contacts and initiated an internal investigation to identify corrective measures and remediate any possible vulnerability that could have been exploited by attackers thereby resulting in a security breach. By October 21, 2014 we had remedied the vulnerability that was the suspected point of exploitation. Unfortunately, we received a CPP notification on Wednesday, November 12th, 2014 alerting of us of a third instance of suspicious and potentially fraudulent activity. Immediately thereafter, we launched an investigation and engaged leading IT security firms and forensic investigators, law enforcement and payment card industry contacts to ascertain the facts.

##### **What information was exposed?**

To date our investigation has confirmed a data breach resulting in potential risk and exposure of cardholder data, including cardholder names and addresses and payment card numbers, expiration dates and security codes. Our investigation is on-going and we will update as we are able to do so.

##### **Is Barbecue Renew working with law enforcement?**

We have contacted state law enforcement about this matter and will be actively cooperating with them.

##### **How do I know if my credit card information has been compromised as a result of this incident?**

We are working with leading IT security firms, forensic investigators, law enforcement and payment industry contacts to determine all of the facts and will share additional facts as they become available. We know that card holder information was potentially compromised as a result of the cyber attack. If you have received a copy of the notification letter, you should review it closely as it contains important information about steps you make take to protect yourself in the event your personal financial information has been compromised. If you have specific questions related to the security of your card holder information in light of this notification you should contact your card issuing bank directly.

##### **Will I be responsible for fraudulent charges to the payment cards I used complete transactions through [www.grillparts.com](http://www.grillparts.com)?**

No. Customers will not be responsible for any fraudulent charges to their accounts – any fraudulent charges will be the responsibility of either Barbecue Renew or the bank that issued the card.

##### **What should customers do?**

It is always a good idea to regularly monitor card accounts and to quickly report suspicious activity to your card issuers. You can also take advantage of the programs described in your notification letter. For more information on monitoring credit cards and suspicious activity please call the number listed above.

**How do I know if I am an impacted customer?**

We will provide further information regarding who has been impacted as it becomes available, but if you have received a notification letter you should rely on the instructions we have provided in this communication

**Why wasn't I notified sooner?**

Barbecue Renew immediately launched an investigation into the incident following notification. The investigation included a review of internal security systems to confirm that procedures already in place are strengthened to further safeguard against a breach of data security in the future. Last, it was imperative that impacted individuals were identified and their contact information gathered into a consistent format for notification. This investigation was a time-consuming process, but we believed it was necessary to ensure appropriate precautions and next steps, such as notifying affected customers, were taken.