



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

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Notice of Data Breach

Dear Hyatt Guest,

What Happened

We understand the importance of protecting customer information and securing our systems, and we regret to inform you that we self-discovered signs of and resolved unauthorized access to payment card information from cards manually entered or swiped at the front desk of certain Hyatt-managed locations between March 18, 2017 and July 2, 2017.

What Information Was Involved

I want to assure you that there is no indication that information beyond that gained from payment cards – cardholder name, card number, expiration date and internal verification code – was involved.

What We Are Doing

Upon discovery, we launched a comprehensive investigation to understand what happened and how this occurred, including engaging leading third-party experts, payment card networks and authorities. Our enhanced cybersecurity measures and additional layers of defense implemented over time helped to identify and resolve the issue. As a result of measures we have taken to prevent this from happening in the future, guests can feel confident using payment cards at Hyatt hotels worldwide.

What You Can Do

We estimate that the incident affected a small percentage of payment cards used by guests who visited the group of affected Hyatt hotels during the at-risk time period, but the available information and data does not allow Hyatt to identify the specific payment cards that may have

been affected. It's important to Hyatt that we notify our guests and provide helpful information about steps you can take, and you are receiving this communication because you have been identified as a guest who checked in to an affected hotel during the at-risk time period. As always, the primary step customers can take is to review their payment card account statements closely and report any unauthorized charges to their card issuer immediately.

For More Information

For frequently asked questions and a list of affected hotels and respective at-risk dates, please visit [hyatt.com/protectingourcustomers](https://www.hyatt.com/protectingourcustomers). If you have questions or would like more information, please call +1-855-474-9288 (English) or +1-402-938-3421 (Spanish/English) from 7:00 a.m. to 9:00 p.m. CST.

We sincerely regret that this incident occurred and apologize for any inconvenience or concern this may cause you.

Sincerely,

Chuck Floyd
Global President of Operations
Hyatt Hotels Corporation

MORE INFORMATION ON WAYS TO PROTECT YOURSELF

Even if you choose not to take advantage of this free credit monitoring, 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