



Dear Hampton Jitney and Ambassador Riders:

We are providing you with this Notice of Data Breach in accordance with California law.

### **What Happened**

On February 22, 2017, we discovered that an unauthorized user recently accessed customer accounts at Hampton Jitney. Upon discovery, we immediately investigated the situation and disabled all internet access to the network server that was the suspected source of the unauthorized access. We hired a reputable computer specialist and law firm with expertise in data breach investigations, to investigate the incident and determine whether personal information of our customers was stolen. We learned that customer information may have been accessed starting on February 20, 2017 until the incident was discovered. We also forced a reset of all passwords of users that may have been affected by the intrusion.

### **What Information Was Involved**

Information including customer names, addresses, phone numbers, email addresses and unencrypted passwords was accessible for two days. Although we do not store social security numbers, credit card numbers, or other financial account information, some customer data was stolen during the incident. Because the email and password used by you to access our website was stolen, we are providing you with Notice of Data Breach.

### **What We Are Doing**

The issue has been resolved and our network has been secured. We reset the passwords of all individuals that may have been affected. Next time you login to your account you will be required to reset your password. You may have received a previous email notice from us urging you to promptly change account passwords for any of your other online accounts that use the same email and password.

### **What You Can Do**

If you have already changed your password for any other online accounts or you do not use the same email and password, no further action is required. If you have any other online accounts that use the same email and password, please take a moment to promptly change your password, or take other steps appropriate to protect your other online accounts.

### **For More Information**

Please contact us at [customercare@hamptonjitney.com](mailto:customercare@hamptonjitney.com) or 800.327.0732 for more information. We sincerely apologize for this inconvenience.

Geoffrey Lynch  
President