

## Appendix

We submit this supplemental response on behalf of our client, Drury Hotels Company, LLC (“Drury”), to provide additional information regarding a security incident previously reported to your office. Drury first reported the incident to your office on May 24, 2019 and provided a supplemental report on May 30, 2019. Drury’s headquarters are located at 721 Emerson Road, Suite 400, St. Louis, Missouri 63141.

As background, Drury notified certain guests in May 2019 of a security incident that occurred on the network of a third-party technology service provider that is used by Drury (and other hotel companies) to collect reservations made by guests on third-party online booking websites and enter them into its property management system. The incident involved payment card information guests entered during transactions made through some third-party online booking websites. The service provider reported that it had hired a cybersecurity firm to conduct an investigation, and Drury worked closely with the service provider to get updates on the investigation. The service provider ultimately provided Drury with the dates during which the incident occurred and the specific transaction records that were involved during that time, and Drury notified the individuals involved through a combination of notification letters (when it had a physical address), emails (when it had only an email address), and substitute notice (when it had neither).

Despite the service provider’s assurances that the incident only involved transactions sent through the service provider’s network between December 29, 2017 and March 13, 2019, the service provider has now informed Drury Hotels that transactions between December 28, 2017 and June 2, 2019 are involved.

After the service provider informed Drury Hotels that the time frame of the incident may have changed, Drury Hotels contacted the cybersecurity firm engaged by the service provider to determine what occurred. Drury Hotels received the findings and answers to questions needed to clarify the findings on September 23, 2019.

Because Drury does not have a mailing address for every individual whose information may be involved in the incident, it will be providing notice to the individuals involved during the additional time frame through a combination of notification letters and substitute notice. Drury is providing substitute notice today, October 1, 2019, by issuing a press release and posting a statement on its website. Copies of the press release and substitute notification are attached. Additionally, on October 4, 2019, Drury will mail notification letters via United States Postal Service First-Class Mail to the 359 California residents for whom it has a mailing address. A copy of the notification letter template is attached. Drury also has established a dedicated call center that individuals may call with related questions.

Drury received confirmation from the service provider and the cybersecurity firm it engaged that the service provider has undertaken measures to stop this incident and prevent something like this from happening again. Drury will continue to work with the service provider to identify the security enhancements it is implementing.