

THE LANGHAM

HUNTINGTON
PASADENA, LOS ANGELES
1401 South Oak Knoll Avenue,
Pasadena, California 91106, USA,
Attention: Managing Director

August 6, 2020

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Dear Sir/Madam

We write regarding a data security incident involving The Langham, Huntington, Pasadena.

What Happened

On 28 April 2020, The Langham, Huntington, Pasadena confirmed that through a phishing attack, a third party gained unauthorised access to the mailbox of an employee of the hotel on April 10, 2020 and had access to the mailbox for approximately two weeks.

Upon discovering the incident, we took immediate action to secure and neutralize the email account and initiated a thorough investigation conducted with the help of a third-party forensic cybersecurity firm. Through the forensic analysis of the mailbox we recently uncovered a small number of emails and attachments containing personal information about individuals. We have since worked to identify what personal information has potentially been impacted.

The email account in question was primarily used for back-office administration, not for handling guest-related matters. The impact of the intrusion has been found to be confined by our cybersecurity advisors, limited to one mailbox.

We have no reason to believe that that any information relating to you was targeted. Nor can we determine that that the third party downloaded information from the mailbox. However, the possibility cannot be entirely ruled out.

During our thorough review, we activated additional cybersecurity and anti-phishing measures to ensure the continuing integrity of our data systems. We have no reason to believe any further email accounts or sensitive information was accessed.

What Information Was Involved

A forensic analysis of the mailbox revealed that some emails and attachments included social security numbers and subscriber identification numbers for insurance. For a small subset of individuals, the information exposed included credit card numbers and governmental identification numbers, including driver's license numbers and passport numbers.

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What Are We Doing

In consultation with our cybersecurity experts, we have already taken several initial steps in response to the incident, including:

- Securing and then disabling the affected mailbox;
- Appointing a specialist data security provider to investigate the incident;
- Activating additional cybersecurity and anti-phishing measures;
- Verifying this incident was limited to one employee's mailbox; and
- Scanning corporate and hotel networks to determine that there was no further compromise.

What You Can Do

We have engaged Experian, a professional consumer credit reporting firm, to provide credit monitoring and identity protection services to you at no cost. To help protect your identity, we are offering a complimentary one-year membership of Experian's® IdentityWorksSM.

This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you enroll by: November 30, 2020 (Your code will not work after this date)
- Visit the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/plus>
- Provide your activation code: ABCDEFGHI

A credit card is not required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following services once you enrol in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only*.
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you have questions about the service, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 855-525-2743 by November 30, 2020. Be prepared to provide engagement number DB21678 as proof of eligibility for the identity restoration services by Experian.

In addition, we recommend that you exercise increased vigilance in all matters relating to your personal details. In particular, we recommend that you:

- Check that all details for direct debits are up to date, and delete any that are no longer needed;
- Check bank accounts regularly, and contact the bank if you see any transactions you do not recognise;
- Be suspicious if anyone contacts you by email, phone call or text message asking you to confirm your personal details; and
- Enable two-step authentication on all your online services.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to Experian at 855-525-2743.

If, after discussing your situation, it is determined that Identity Restoration support is needed, then Experian is available to work with you to investigate and resolve each incident of fraud that may have occurred (including, as appropriate, helping you with contacting credit providers to dispute charges and close accounts, assisting you in placing a freeze on your credit file with the three major credit bureaus, and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for 12 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

If you would like to institute a fraud alert and/or security freeze at no charge directly through one of the other major credit agencies, you may contact them as follows:

TransUnion P.O. Box 1000 Chester, PA 19022 1-800-916-8800

Equifax P.O. Box 740241 Atlanta, GA 30374-0241 1-800-685-1111

For further information on fraud alerts and security freezes, you may contact the Federal Trade Commission. The Federal Trade Commission's website is <https://www.ftc.gov/news-events/media-resources/identity-theft-and-data-security/advice-consumers>, its address is 600 Pennsylvania Avenue, NW, Washington, DC 20580, and its telephone number is 1-877-382-4357.

How do I Obtain More Information?

Experian is also providing advice for you and any others that are potentially affected. Should you have any further questions on this matter, please contact Experian Monday - Friday 6am – 8pm PST or Saturday/Sunday 8am – 5pm PST at: 855-525-2743.

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Our foremost priority is and will always be to safeguard your data. As a part of the Pasadena community for over a century, we take this responsibility seriously. We sincerely apologize for the inconvenience caused and look forward to addressing any further questions you may have.

Yours sincerely,



Paul Leclerc
Managing Director
The Langham, Huntington, Pasadena

* Offline members will be eligible to call for additional reports quarterly after enrolling

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

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