

NEWS RELEASE

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Service Systems Associates, Inc. Victim of Data Security Breach

DENVER – Oct. 13, 2015 – Service Systems Associates, Inc. (SSA) was the victim of a payment security breach between March 24 and May 20, 2015. The breach occurred in the company's point-of-sale systems used by gift shops in several zoos.

The malware that caused the breach was identified and removed, and all visitors should feel confident using credit or debit cards anywhere in these facilities.

As soon as SSA learned about the attack, it investigated the breach, working alongside Sikich, an independent forensic investigator accredited by the Payment Card Industry Security Standards Council. At the same time, SSA also took several steps to improve its security and prevent future attacks.

The following locations were affected by the breach:

- Dallas Zoo
- Detroit Zoo
- El Paso Zoo
- Fresno Chaffee Zoo
- Herman Park Conservancy
- Honolulu Zoo
- Houston Zoo
- Zoo Miami
- Museum of Science and Industry (Tampa, Florida)
- Pittsburgh Zoo & PPG Aquarium

Sikich has confirmed that malware has been located and removed from all affected SSA clients. Neither the malware nor its known artifacts have been found at any other SSA client locations.

SSA collaborated with affected zoos to alert their patrons and notified the credit card companies of the situation. Guests who used retail facilities at the affected locations between March 24 and May 20, 2015, should visit SSA's [website](#) for more information. To help any guest affected by this data breach, SSA will offer one year of fraud protection. To learn more about how to enroll in this service, please also visit SSA's [website](#).

Consumers who see any fraudulent activity on a credit or debit card should contact the relevant card issuer as soon as possible. Most credit card companies do not hold customers liable for fraudulent charges if they are promptly reported.

Additionally, here is some advice from the [Consumer Financial Protection Bureau](#):

If you believe you are a victim of identity theft, you should contact one of the consumer reporting agencies listed below to place a fraud alert on your credit report. You only need to contact one of the three credit reporting companies to place an alert.

- *TransUnion: 1-800-680-7289; www.transunion.com; Fraud Victim Assistance Division, P.O. Box 6790, Fullerton, CA 92834-6790*
- *Equifax: 1-800-525-6285; www.equifax.com; P.O. Box 740241, Atlanta, GA 30374-0241*
- *Experian: 1-888-EXPERIAN (397-3742); www.experian.com; P.O. Box 9554, Allen, TX 75013*

For more details on the steps to take if you are a victim of identity theft, visit the [Federal Trade Commission's Identity Theft website](#) at <http://www.ftc.gov/bcp/edu/microsites/idtheft/>.

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