

<<Date>> (Format: Month Day, Year)

<<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>  
<<address\_1>>  
<<address\_2>>  
<<city>>, <<state\_province>> <<postal\_code>>  
<<country>>

## NOTICE OF DATA BREACH

To <<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>:

We are writing to inform you about a data security incident that may have exposed some of your I Prefer program account information. The privacy and protection of our members' information is a matter we take very seriously, so we are contacting you directly to provide more information about the circumstances of this incident.

### What Happened

On July 10, Preferred Hotels & Resorts noticed suspicious log-in activity between June 15 through July 10 regarding our I Prefer loyalty program portal. Preferred also conducted its own internal investigation to try and better understand this suspicious activity. Our investigation determined that an unauthorized third party was able to gain access to certain I Prefer program accounts. We are writing to you because we have reason to believe that your I Prefer program account was affected.

### What Information Was Involved

Based on our internal investigation, we believe an unauthorized third party was able to access certain information related to your I Prefer program account. The information accessed is limited to your I Prefer program log-in credentials (username and password), loyalty points or certificates, as well as certain hotel reservation information, if you had any existing rewards reservations. We do not have any reason to believe that this unauthorized third party had access to any other information. Because certain sensitive information such as Social Security, passport, or driver's license numbers are not collected or stored in your I Prefer account or required for the rewards redemption process, we don't have any reason to believe that any such information was affected by this incident.

### What Are We Doing

We initiated an internal investigation, and have since taken steps to address and contain this incident. We enhanced security for access credentials for the I Prefer program and forced all I Prefer program members to reset their passwords (with updated password requirements, to be more privacy protective). We also added additional technical safeguards to help us detect and block abnormal activity, and created system alerts to monitor log-in activity, so that we will be notified of suspicious activity sooner. In an effort to protect your earned I Prefer program (including your loyalty points and certificates), we suspended reward redemptions on our I Prefer program website until the additional technical safeguards were put in place. We also notified law enforcement of this incident.

### What You Can Do

If you haven't already, we recommend that you reset your I Prefer program account password, and ensure that you do not use the same password for your I Prefer program account as you use for other online accounts. We also recommend that you review your I Prefer program account as soon as possible to see if there are any discrepancies or unusual activity (like missing loyalty points or certificates). We encourage you to remain vigilant and continue to monitor your I Prefer program account for unusual activity going forward. If you see any rewards activity that you do not recognize, please contact us.

**For More Information**

For more information about this incident, or if you have additional questions or concerns, please call us toll-free at [\[KROLL TOLL FREE NUMBER\]](#) between 8:00 am to 5:30 pm CT, Monday through Friday (excluding major holidays) or contact us at [ptg@krollsupport.com](mailto:ptg@krollsupport.com).

Sincerely,

Ken Mastrandrea  
Chief Operating Officer  
Preferred Travel Group

## ADDITIONAL INFORMATION

### Contact information for the three nationwide credit reporting agencies:

**Equifax**

PO Box 740241  
Atlanta, GA 30374,  
[www.equifax.com](http://www.equifax.com)  
1-800-685-1111

**Experian**

PO Box 2104  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)  
1-888-397-3742

**TransUnion**

PO Box 2000  
Chester, PA 19016  
[www.transunion.com](http://www.transunion.com)  
1-800-888-4213

**Free Credit Report.** It is recommended that you remain vigilant by reviewing account statements and monitoring your credit report for unauthorized activity, especially activity that may indicate fraud and identity theft. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting agencies.

To order your annual free credit report please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228.

You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

**For Colorado, Georgia, Maine, and New Jersey residents:** You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

**Fraud Alerts.** There are two types of fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft and you have the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by contacting any of the three national credit reporting agencies.

**Security Freeze.** You have the ability to place a security freeze, also known as a credit freeze, on your credit report free of charge.

A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you may use an online process, an automated telephone line, or submit a written request to any of the three credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that, if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past 5 years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, and display your name, current mailing address, and the date of issue.

**Federal Trade Commission and State Attorneys General Offices.** 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 home state. You may also contact these agencies for information on how to prevent or minimize the risks of identity theft.

You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/), 1-877-IDTHEFT (438-4338).

**For California residents:** You may contact the California Office of Privacy Protection (<https://oag.ca.gov/privacy>) for additional information on protection against identity theft.

**For Colorado and Georgia residents:** You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

**For Connecticut residents:** You may contact the Connecticut Office of the Attorney General, 165 Capitol Avenue, Hartford, CT 06106, 1-860-808-5318, [www.ct.gov/ag](http://www.ct.gov/ag).

**For District of Columbia residents:** You may contact the District of Columbia Attorney General, 400 6th Street, NW, Washington, D.C. 20001; (202) 442-9828; and [www.oag.dc.gov](http://www.oag.dc.gov).

**For New York residents:** You may contact the New York Department of State Division of Consumer Protection, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001, [www.dos.ny.gov/consumerprotection](http://www.dos.ny.gov/consumerprotection), 518-474-8583 / 800-697-1220; and New York State Office of the Attorney General, The Capitol, Albany, NY 12224-0341, [ag.ny.gov](http://ag.ny.gov), 800-771-7755.

**For Rhode Island residents:** You may contact the Office of the Attorney General, Rhode Island Office of the Attorney General, 150 South Main Street, Providence, RI 02903, (401) 274-4400, [www.riag.ri.gov](http://www.riag.ri.gov). You have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

**For Washington residents:** You may contact the Washington State Office of the Attorney General, 1125 Washington St SE, PO Box 40100, Olympia, WA 98504, <https://www.atg.wa.gov/>, 1-800-551-4636 (in Washington only) or 1-206-464-6684.