

Appendix

Golden's investigation into an email phishing incident determined that an unauthorized individual obtained access to some employees' email accounts. Upon first learning of the incident, Golden immediately took steps to secure the email accounts, launched an investigation, and a cybersecurity firm was engaged to assist. Findings from the investigation indicated that an unauthorized individual obtained access to the email accounts. On November 7, 2019, Golden mailed notifications to the individuals initially identified by its investigation, including 42 residents of California. Since then, Golden worked diligently to identify address information for individuals whose personal information was identified in emails and attachments that may have been accessible in the accounts. Additionally, Golden's investigation uncovered two additional employee email accounts with unauthorized access. The unauthorized access occurred for all of the employees' accounts identified in Golden's investigation at various times between May 30, 2019 and October 6, 2019. The investigation was not able to determine which emails or attachments, if any, were accessed by the unauthorized person. Out of an abundance of caution, Golden conducted a comprehensive review of the emails and attachments in these employees' email accounts and, on January 3, 2020, determined that an email or an attachment to an email in the email accounts contained the names, Social Security numbers, passport numbers, payment card numbers and card verification information, and financial account number of 692 California residents.

Today, Golden is beginning to mail notification letters via First-Class mail to the 692 California residents whose personal information was identified in the additional email accounts involved and whose address was recently located. The total number of California residents notified in connection with this incident is 734. This notice is being provided in accordance with Cal. Civ. Code § 1798.82(j)(4).¹ Enclosed is a sample copy of the letter. Additionally, for individuals whose personal information was identified in the employees' email accounts for whom Golden lacks sufficient information to determine the mailing addresses, Golden is providing substitute notice by issuing a press release and posting a notification on its website. A copy of the press release and website message are enclosed. Golden is also emailing individuals for whom it does not have a mailing address and for whom Golden has an email address. Golden is offering one year of complimentary credit monitoring and identity theft protection services through Experian to individuals whose Social Security Number or driver's license number were contained in the email accounts involved. Golden also established a call center for the individuals to call with any questions regarding the incident.

To help prevent this type of incident from happening in the future, Golden is implementing additional safeguards and technical measures, including multi-factor authentication, and is providing additional training to employees.

¹ This report does not waive Golden's objection that California lacks personal jurisdiction over Golden.



<<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

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

Golden Entertainment, Inc. (“Golden Entertainment”) takes the privacy and security of personal information very seriously. We are writing to inform you about an incident we recently identified and addressed that may have involved some of your information. This letter explains the incident, measures we have taken, and some steps you can take in response.

What Happened?

Our investigation into an email phishing incident determined that an unauthorized individual obtained access to some employees’ email accounts. Upon first learning of the incident, we immediately took steps to secure the email accounts, launched an investigation, and a cybersecurity firm was engaged to assist. Findings from our investigation indicate that an unauthorized individual obtained access to the email accounts at various times between May 30, 2019 and October 6, 2019.

What Information Was Involved?

The investigation was not able to determine which emails or attachments, if any, were accessed by the unauthorized person. Out of an abundance of caution, Golden Entertainment conducted a comprehensive review of the emails and attachments in the employees’ email accounts and, on <<b2b_text_4 (date of discovery variable)>>, determined that an email or an attachment to an email in the email accounts contained some of your personal information, including your <<b2b_text_1 (variable data elements)>><<b2b_text_5 (variable data elements)>>.

What You Can Do.

We wanted to make you aware of our findings and assure you that we take this type of incident very seriously. As a precaution, **we are offering you a complimentary one-year membership of Experian’s® IdentityWorksSM Credit 3B.** This product provides you with identity detection and resolution of identity theft. IdentityWorks Credit 3B is completely free to you and enrolling in this program will not hurt your credit score. **For more information on IdentityWorks Credit 3B, including instructions on how to activate your complimentary one-year membership, as well as some additional steps you can take in response, please see the additional information provided in the following pages.**

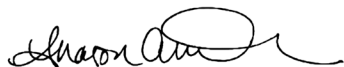
What We Are Doing.

We regret this incident occurred and apologize for any inconvenience. To help prevent this type of incident from happening in the future, we are implementing additional safeguards and technical measures, and are providing additional training to our employees.

For More Information.

If you have any questions about this matter, please call 1-855-946-0123 Monday through Friday between 9:00 a.m. and 6:30 p.m. EST.

Sincerely,

A handwritten signature in black ink, appearing to read "Sharon DiAmbrosio". The signature is fluid and cursive, with a large loop at the end.

Sharon DiAmbrosio
Associate Vice President, Human Resources

Activate IdentityWorks Credit 3B Now in Three Easy Steps

- Ensure that you **enroll by:** <<b2b_text_2 (Date)>> (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bcredit>
- Provide your **activation code:** <<Member ID>>

If you have questions about the product, need assistance with identity restoration, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at **877-288-8057** by <<b2b_text_2 (Date)>>. Be prepared to provide engagement number <<b2b_text_3 (Engagement #)>> as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS CREDIT 3B MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks Credit 3B.

You can contact Experian **immediately without needing to enroll in the product** regarding any fraud issues. Identity Restoration specialists are available to help you address credit and non-credit related fraud.

Once you enroll in Experian IdentityWorks, you will have access to the following additional features:

- **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, Equifax and Transunion files for indicators of fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

Activate your membership today at <https://www.experianidworks.com/3bcredit> or call 877-288-8057 to register with the activation code above.

What you can do to protect your information: There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to www.ExperianIDWorks.com/restoration for this information. If you have any questions about IdentityWorks, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-288-8057.

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

** Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

Additional Steps You Can Take

Regardless of whether you choose to take advantage of the complimentary credit monitoring, we remind you it is always advisable to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

- *Equifax*, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111
- *Experian*, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742
- *TransUnion*, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

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 state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

- *Federal Trade Commission*, Consumer Response Center, 600 Pennsylvania Avenue NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft

NOTICE OF DATA BREACH

January 31, 2020

Golden Entertainment, Inc. (“Golden Entertainment”) is notifying some of our customers, employees, and vendors of an incident involving unauthorized access to some of our employees’ email accounts that we recently addressed. This notice explains the incident, measures we have taken, and some steps you can take in response.

What Happened?

Our investigation into an email phishing incident determined that an unauthorized individual obtained access to some employees’ email accounts. Upon first learning of the incident, we immediately took steps to secure the email accounts, launched an investigation, and a cybersecurity firm was engaged to assist. Findings from our investigation indicate that an unauthorized individual obtained access to the email accounts at various times between May 30, 2019 and October 6, 2019.

What Information Was Involved?

The investigation was not able to determine which emails or attachments, if any, were accessed by the unauthorized person. Out of an abundance of caution, we conducted a comprehensive review of the emails and attachments in the employees’ email accounts and, on October 8, 2019 and January 3, 2020, determined that an email or an attachment to an email in the email accounts contained names, Social Security numbers, passport numbers, government ID numbers, driver’s license numbers, dates of birth, usernames, passwords, payment card numbers, expiration dates, card security codes (CVV), financial account numbers, routing numbers, health insurance information, and health or treatment information.

What You Can Do.

It is always advisable to remain vigilant to remain for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. Information on additional steps you can take in response is provided below this message. As a precaution, Golden Entertainment is also offering individuals whose Social Security number or driver’s license number was involved complementary credit monitoring and identity protection services.

What We Are Doing.

Golden Entertainment takes the security of personal information very seriously. To date, we have no evidence that any information has been misused, but we wanted to make our customers, employees, and vendors whose personal information was contained in the email accounts aware of our findings. On November 7, 2019, we began mailing letters to individuals whose personal information was involved and continued to mail letters through January 31, 2020, as we found additional addresses and identified additional email accounts involved. Golden Entertainment has also established a dedicated call center to answer questions about this matter. We regret this incident occurred and apologize for any inconvenience. To help prevent this type of incident from

happening in the future, we are implementing additional safeguards and technical measures as well as providing additional phishing-awareness training to our employees.

For More Information.

If you have questions or believe your information was potentially involved, please call 1-855-946-0123, Monday through Friday, between 9:30 a.m. to 6:30 p.m., Eastern Time.

ADDITIONAL STEPS YOU CAN TAKE

It is always advisable to remain vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. If you identify any unauthorized activity on your financial account, contact your financial institution immediately. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

Equifax, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111

Experian, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742

TransUnion, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

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 state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, www.ftc.gov/idtheft, 1-877-IDTHEFT (438-4338)

Golden Entertainment, Inc. Announces Data Security Incident

NEWS PROVIDED BY

Golden Entertainment, Inc. →

Jan 31, 2020, 22:20 ET

LAS VEGAS, Jan. 31, 2020 /PRNewswire/ -- Golden Entertainment, Inc. ("Golden Entertainment") is notifying some of our customers, employees, and vendors of an incident involving unauthorized access to some of our employees' email accounts that we recently addressed. This notice explains the incident, measures we have taken, and some steps you can take in response.

Golden Entertainment's investigation into an email phishing incident determined that an unauthorized individual obtained access to some employees' email accounts. Golden Entertainment immediately took steps to secure the email accounts, launched an investigation, and a cybersecurity firm was engaged to assist. Findings from Golden Entertainment's investigation indicate that an unauthorized individual obtained access to the email accounts at various times between May 30, 2019 and October 6, 2019. The investigation was unable to determine which emails or attachments, if any, were accessed by the unauthorized person. Out of an abundance of caution, Golden Entertainment conducted a comprehensive review of the emails and attachments in the employees' email accounts and, on October 8, 2019 and January 3, 2020, determined that an email or an attachment to an email in the email accounts contained personal information of some of our customers, employees, and vendors, including names, Social Security numbers, passport numbers, government ID numbers, driver's license numbers, dates of birth, usernames, passwords, payment card numbers, expiration dates, card security codes (CVV), financial account numbers, routing numbers, health insurance information, and health or treatment information.

Golden Entertainment takes the security of personal information very seriously. To date, we have no evidence that any information has been misused, but we wanted to make our customers, employees, and vendors whose information was contained in the email accounts aware of our findings. On November 7, 2019, we began mailing letters to individuals whose information was involved and continued to mail letters through January 31, 2020, as we found additional addresses and identified additional email accounts involved. Golden Entertainment has also established a dedicated call center to answer questions about this matter. If you believe your information was involved and have not received a letter by February 7, 2020, please call 1-855-946-0123, Monday through Friday, 9:00 a.m. to 6:30 p.m. Eastern Time.

It is always advisable to remain vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. As a precaution, Golden Entertainment is also offering individuals whose Social Security number or driver's license number was involved complementary credit monitoring and identity protection services.

Golden Entertainment regrets this incident occurred and apologizes for any inconvenience. To help prevent this type of incident from happening in the future, Golden Entertainment is implementing additional safeguards and technical measures as well as providing additional phishing-awareness training to our employees.

For more information, please visit <http://goldenent.com/emailsecurityincident>.

SOURCE Golden Entertainment, Inc.

Related Links

<http://www.goldenent.com>