

InterContinental Hotels Group (IHG) Notifies Guests of Payment Card Incident at 12 Properties

February 3, 2017

[California residents please click here](#)

IHG values the relationship we have with our guests and understands the importance of protecting payment card data. On Dec. 28, 2016, IHG reported it was conducting an investigation after receiving a report of unauthorized charges occurring on some payment cards that were used at a small number of U.S. hotel properties. IHG hired leading cyber security firms to examine the payment card processing systems for the hotels that it manages in the Americas region. Based on the investigation, IHG is providing notification to guests who used their payment card at restaurants and bars of 12 company managed properties during the time periods from August 2016 – December 2016 identified below. An investigation of other properties in the Americas region is ongoing.

Findings show that malware was installed on servers that processed payment cards used at restaurants and bars of 12 IHG managed properties. Cards used at the front desk of these properties were not affected. The malware searched for track data (cardholder name, card number, expiration date, and internal verification code) read from the magnetic stripe of a payment card as it was being routed through the affected server.

A list of the affected restaurants and bars, along with the specific time frames for each (times vary by location), is as follows:

Restaurant Name(s)	Bar Name(s)	Hotel Address (Name)	Start Date	End Date
Sevens Bar & Grill		777 Bellew Drive, Milpitas, CA 95035 (Crowne Plaza San Jose-Silicon Valley)	8/1/2016	12/20/2016
Bristol Bar & Grille		1300 Columbus Avenue, San Francisco, CA 94133 (Holiday Inn San Francisco Fisherman's Wharf)	8/1/2016	12/11/2016
Mari Los Angeles	Copper Lounge	2151 Avenue of the Stars, Los Angeles, CA 90067 (InterContinental Los Angeles Century City)	8/1/2016	12/20/2016
Knob Hill Club	Top of the Mark	999 California Street, San Francisco, California 94108 (InterContinental Mark Hopkins)	8/17/2016	12/15/2016
Luce	Bar 888	888 Howard Street, San Francisco, CA 94103 (InterContinental San Francisco)	8/18/2016	12/15/2016
Southern Art Restaurant	Bourbon Bar	3315 Peachtree Road NE, Atlanta, GA 30326 (InterContinental Buckhead Atlanta)	8/1/2016	11/9/2016
Michael Jordan's Steak House & Bar; Center Court	Eno	505 N. Michigan Ave, Chicago, IL 60611 (InterContinental Chicago Magnificent Mile)	8/1/2016	12/15/2016
Cafe Du Parc	Round Robin	1401 Pennsylvania Avenue NW, Washington, DC 20004 (InterContinental The Willard)	8/1/2016	12/2/2016

Sea Breeze Restaurant & Bar; Oceanside Bar & Grill; Da Vinci Ristorante; Corals Restaurant; Pizza Now!	Palm Bar	J. E. Irausquin Boulevard #230, Palm Beach, Aruba (Holiday Inn Resort – Aruba)	8/1/2016	11/28/2016
Signatures Restaurant	Proof Vodka Bar; Sky Lounge	220 Bloor Street West, Toronto, ON M5S1T8, Canada (InterContinental Toronto Yorkville)	8/1/2016	11/28/2016
Trattoria Italiana; Caio Mediterranean; Akua; La Bodeguita	Q-Bar; Ottana Bar; SAK-I	5961 Isla Verde Ave, Carolina, PR 00979 (InterContinental San Juan Resort & Casino)	8/1/2016	11/28/2016
Restaurant at former Holiday Inn Nashville Airport		2200 Elm Hill Pike, Nashville, TN 37214 (Holiday Inn Nashville Airport)	8/1/2016	9/1/2016

It is always advisable to remain vigilant to the possibility of fraud by reviewing your payment card statements for any unauthorized activity. You should immediately report any unauthorized charges to your card issuer because payment card rules generally provide that cardholders are not responsible for unauthorized charges reported in a timely manner. The phone number to call is usually on the back of your payment card. Please see the section that follows this notice for additional steps you may take to protect your information.

We have been working with the security firms to review our security measures, confirm that this issue has been remediated, and evaluate ways to enhance our security measures. We have also notified law enforcement and are working with the payment card networks so that the banks that issue payment cards can be made aware and initiate heightened monitoring on the affected cards.

We regret any inconvenience this may have caused. If you have questions, please call 855-656-6586 from 9:00 a.m. to 6:30 p.m. ET, Monday to Friday.

InterContinental Hotels Group (IHG) Notifies Guests of Payment Card Incident at 12 Properties in the Americas

ATLANTA – February 3, 2017 – IHG values the relationship it has with its guests and understands the importance of protecting payment card data. On Dec. 28, 2016, IHG reported it was conducting an investigation after receiving a report of unauthorized charges occurring on some payment cards that were used at a small number of U.S. hotel properties. IHG hired leading cyber security firms to examine the payment card processing systems for the hotels that it manages in the Americas region. Based on the investigation, IHG is providing notification to guests who used their payment card at restaurants and bars of 12 company managed properties during the time periods from August 2016 – December 2016. An investigation of other properties in the Americas region is ongoing.

Findings show that malware was installed on servers that processed payment cards used at restaurants and bars of 12 IHG managed properties. Cards used at the front desk of these properties were not affected. The malware searched for track data (cardholder name, card number, expiration date, and internal verification code) read from the magnetic stripe of a payment card as it was being routed through the affected server.

A list of the affected restaurants and bars, along with the specific time frames for each (times vary by location) is located at www.ihg.com/protectingourguests. The site also contains more information on steps guests may take to protect their information. It is always advisable to remain vigilant to the possibility of fraud by reviewing your payment card statements for any unauthorized activity. You should immediately report any unauthorized charges to your card issuer because payment card rules generally provide that cardholders are not responsible for unauthorized charges reported in a timely manner. The phone number to call is usually on the back of your payment card.

IHG has been working with the security firms to review IHG's security measures, confirm that this issue has been remediated, and evaluate ways to enhance IHG's security measures. IHG has notified law enforcement and is working with the payment card networks so that the banks that issue payment cards can be made aware and initiate heightened monitoring on the affected cards. IHG also has established a dedicated call center to answer any questions affected guests may have.

For additional information about this incident, please visit the IHG website at www.ihg.com/protectingourguests.

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Note to Editors:

IHG® (InterContinental Hotels Group) [LON:IHG, NYSE:IHG (ADRs)] is a global organisation with a broad portfolio of hotel brands, including **InterContinental® Hotels & Resorts**, **Kimpton® Hotels & Restaurants**, **HUALUXE® Hotels and Resorts**, **Crowne Plaza® Hotels & Resorts**, **Hotel Indigo®**, **EVEN® Hotels**, **Holiday Inn® Hotels & Resorts**, **Holiday Inn Express®**, **Staybridge Suites®** and **Candlewood Suites®**.

IHG franchises, leases, manages or owns nearly 5,100 hotels and more than 750,000 guest rooms in almost 100 countries, with nearly 1,500 hotels in its development pipeline. IHG also manages **IHG®**

[Rewards Club](#), the world's first and largest hotel loyalty programme, with nearly 99 million members worldwide.

[InterContinental Hotels Group PLC](#) is the Group's holding company and is incorporated in Great Britain and registered in England and Wales. More than 350,000 people work across IHG's hotels and corporate offices globally.

Visit www.ihg.com for hotel information and reservations and www.ihgrewardsclub.com for more on IHG Rewards Club. For our latest news, visit: www.ihg.com/media and follow us on social media at: www.twitter.com/ihg, www.facebook.com/ihg and www.youtube.com/ihgplc.

El grupo Intercontinental Hotels Group (IHG) informa a sus huéspedes sobre un incidente con tarjetas de pago que sucedió en 12 propiedades en las Américas.

ATLANTA –3 de Febrero de 2017 - IHG valora la relación que tiene con sus huéspedes y entiende la importancia de proteger la información de tarjetas de pago. El 28 de diciembre de 2016 IHG reportó que estaba realizando una investigación después de haber recibido un reporte de cargos no autorizados que aparecieron en algunas tarjetas de pagos usadas en un pequeño número de hoteles en los Estados Unidos. IHG contrató a las empresas líderes en seguridad para examinar los sistemas de procesamiento de tarjetas de pago en los hoteles que administra en la región de las Américas. Basados en la investigación, IHG está notificando a los huéspedes que utilizaron sus tarjetas de pago entre agosto y diciembre de 2016 en restaurantes y bares de las 12 propiedades manejadas por la empresa. Se está realizando una investigación de otras propiedades en la región de las Américas.

Los hallazgos muestran que se instaló un software malicioso en los servidores que procesaban las tarjetas de pago utilizadas en restaurantes y bares de las 12 propiedades administradas por IHG. Las tarjetas utilizadas en la recepción de dichas propiedades no resultaron afectadas. El software malicioso buscó datos rastreables (nombre del tarjetahabiente, número de tarjeta, fecha de vencimiento y código de verificación interna) obtenida de la cinta magnética de las tarjetas de pago al pasar por el servidor afectado.

Puede encontrar una lista de los restaurantes y bares afectados, así como los horarios específicos de cada uno (los horarios varían dependiendo del lugar) en web ihg.com/protectingourguests. El sitio también contiene más información sobre los pasos que pueden tomar los huéspedes para proteger su información. Siempre es recomendable mantenerse alerta a la posibilidad de un fraude, revisando los estados de cuenta de su tarjeta de pago buscando cualquier actividad no autorizada. Reporte inmediatamente cualquier cargo no autorizado al emisor de su tarjeta, ya que las reglas de las tarjetas de pago generalmente indican que el tarjetahabiente no es responsable de cargos no autorizados mientras se hayan reportado a tiempo. El número de teléfono para llamar por lo general se encuentra en la parte posterior de la tarjeta.

IHG ha estado trabajando con la empresa de seguridad para revisar las medidas de seguridad de IHG, confirmar que este asunto se haya remediado completamente, y evaluar maneras para reforzar las medidas de seguridad de IHG. IHG ha notificado a las autoridades policiales y está trabajando con las redes de tarjetas de pago para que los bancos que emiten las tarjetas de pago estén al tanto e inicien una vigilancia mayor de las tarjetas afectadas. IHG también ha establecido un centro de llamadas dedicado a responder cualquier pregunta que tengan los huéspedes afectados.

Para mayor información sobre este incidente, visite el sitio web de IHG en web ihg.com/protectingourguests.

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Contacto para los medios:

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Aviso a los editores:

IHG® (InterContinental Hotels Group) [LON:IHG, NYSE:IHG (ADRs)] es una organización global con amplio portafolio de marcas de hoteles, incluyendo InterContinental® Hotels & Resorts, Kimpton® Hotels & Restaurants, HUALUXE® Hotels and Resorts, Crowne Plaza® Hotels & Resorts, Hotel Indigo®, EVEN® Hotels, Holiday Inn® Hotels & Resorts, Holiday Inn Express®, Staybridge Suites® y Candlewood Suites®.do el mundo.

InterContinental Hotels Group PLC es la empresa central del grupo, y está incorporada en la Gran Bretaña y registrada en Inglaterra y Gales. Mas de 350,000 personas trabajan en los hoteles y oficinas corporativas de IHG mundialmente.

Visite web.ihg.com para información sobre hoteles y reservaciones, y www.ihgrewardsclub.com para información sobre el IHG Rewards Club. Para nuestras ultimas noticias, visite www.ihg.com/media y siganos en los medios sociales en www.twitter.com/ihg, www.facebook.com/ihg y www.youtube.com/ihgpic.