



**For California Residents Pursuant to Cal. Civ. Code § 1798.29(d)(1)**

November , 2016

**NOTICE OF DATA BREACH**

**What Happened?**

On August 28, 2016, unknown individuals gained access to the U.S. website of the Company's online boutique, <http://us.christianlouboutin.com>, through unauthorized use of an administrative password from a third party website manager. Unfortunately, the intruders were able to access information associated with online purchases made through this website between August 28, 2016 and October 3, 2016. The compromised information includes card holders' names, card holders' billing addresses debit and credit card numbers, passwords, security codes and expiration dates. While not all debit and credit cards used during this time period were necessarily affected, out of an abundance of caution we are notifying you of this incident. We believe that the intruders accessed approximately 666 debit and credit card numbers and related information affecting approximately 549 California customers.

**What Information Was Involved?**

Information used to make online purchases:

- Customer Names and Billing Addresses
- Debit and Credit Card Numbers
- Passwords, Security Codes and Expiration Dates.

**What We Are Doing.**

Immediately following the discovery of the data security breach, the Company blocked all administrative access to the U.S. website which prevented the intruders from re-accessing the system. We also retained private data security professionals to conduct a more thorough analysis of the intrusion and to better assess the nature and extent of the compromised data. The Company furthermore reported the incident to the appropriate law enforcement authorities (FBI), State Privacy authorities and the third party payment card processing service and requested that this service provider notify



the relevant debit and credit card companies. At present, all indications are that the Company's database of customer information remains secure.

What You Can Do.

If you already have been contacted by your card issuing bank concerning this matter, then your bank is aware of the problem and has protected your account. If not, we encourage you to be vigilant and regularly review your banking and payment card statements, other financial accounts, and credit report, and report any suspicious or unrecognized activity immediately to the relevant financial institutions and/or law enforcement authorities. You can follow the recommended steps on the following pages to learn more about how to protect your debit and credit card information.

For More Information.

Should you have any questions, please do not hesitate to call **1-855-969-4234** from 9 a.m. to 5 p.m. EST or email [inquiries@us.christianlouboutin.com](mailto:inquiries@us.christianlouboutin.com).

## **RECOMMENDED STEPS TO HELP PROTECT YOUR INFORMATION**

**1. Telephone.** If you already have been contacted by your card issuing bank concerning this matter, then your bank is aware of the problem and has protected your account. If not, contact your card issuing bank to speak with a representative about the appropriate steps to take in protecting your card.

**2. Review your credit reports.** We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228.

If you discover any suspicious items, notify your card issuing bank immediately. In the unlikely event that you fall victim to identity theft as a consequence of this incident, they will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft,



you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

**3. Place Fraud Alerts with the three credit bureaus.** You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three bureaus is as follows:

#### **Credit Bureaus**

Equifax Fraud Reporting  
1-800-525-6285  
P.O. Box 740241  
Atlanta, GA 30374-0241  
[www.alerts.equifax.com](http://www.alerts.equifax.com)

Experian Fraud Reporting  
1-888-397-3742  
P.O. Box 9554  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

TransUnion Fraud Reporting  
1-800-680-7289  
P.O. Box 2000  
Chester, PA 19022-2000  
[www.transunion.com](http://www.transunion.com)

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. Please note that no one is allowed to place a fraud alert on your credit report except you, so please follow the instructions above to place the alert.

**4. Security Freeze.** By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above in writing to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. The cost of placing the freeze varies by the state you live in and for each credit reporting bureau. The Credit Bureau may charge a fee of up to \$5.00 to place a freeze, lift, or remove a freeze. However, if you are a victim of identity theft and have filed a report with your local law enforcement agency or submitted an ID Theft Complaint Form with the Federal Trade Commission, there may be no charge to place the freeze.



5. You can obtain additional information about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

**All US Residents:** Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue NW, Washington, DC 20580, [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft), 1-877-IDTHEFT (438-4338).

**California Residents:** Visit the California Office of Privacy Protection, [www.privacy.ca.gov](http://www.privacy.ca.gov), for additional information on protection against identity theft.

**Kentucky Residents:** Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118, Frankfort, Kentucky 40601, [www.ag.ky.gov](http://www.ag.ky.gov), Telephone: 1-502-696-5300.

**Maryland Residents:** Office of the Attorney General of Maryland, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, [www.marylandattorneygeneral.gov](http://www.marylandattorneygeneral.gov), Telephone: 1-888-743-0023.

**North Carolina Residents:** Office of the Attorney General of North Carolina, 9001 Mail Service Center, Raleigh, NC 27699-9001, [www.ncdoj.com](http://www.ncdoj.com), Telephone: 1-919-716-6400.

**Rhode Island Residents:** Office of the Attorney General, 4800 Tower Hill Road, Suite 152, Wakefield, RI 02879, [www.riag.ri.gov](http://www.riag.ri.gov), Telephone: 1-401-782-4150.



November , 2016

RE: Important information about your online account

Dear Customer,

We are writing to share with you important information about an incident involving our online boutique, <http://us.christianlouboutin.com>, as well as the steps we are taking in response to this incident, and recommended actions for you to take.

On August 28, 2016, unknown individuals gained access to our U.S. online boutique, through unauthorized use of an administrative password from a third party website manager. Unfortunately, and despite all the security measures implemented on the website, the intruders were able to access information associated with online purchases through this website between August 28, 2016 and October 3, 2016. We believe that the intruders accessed approximately 666 debit and credit card numbers and related information affecting approximately 549 California customers.

The compromised information includes debit and credit card numbers, card holders' names, card holders' billing addresses, passwords, security codes and expiration dates. While not all debit and credit cards used during this time period were necessarily affected, out of an abundance of caution we are notifying you of this incident.

Immediately following the discovery of the data security breach, we blocked all administrative access to the U.S. website which prevented the intruders from re-accessing the system. We also retained private data security professionals to conduct a more thorough analysis of the intrusion and to better assess the nature and extent of the compromised data. The Company furthermore reported the incident to the appropriate law enforcement authorities (FBI) and the third party payment card processing service and requested that this service provider notify the relevant debit and credit card companies. At present, all indications are that our database of customer information remains secure.

If you already have been contacted by your card issuing bank concerning this matter, then your bank is aware of the problem and has protected your account. If not, we encourage you to be vigilant and regularly review your banking and payment card statements, other financial accounts, and credit report, and report any suspicious or unrecognized activity immediately to the relevant financial institutions and/or law enforcement authorities. You can follow the recommended steps on the following pages to learn more about how to protect your debit and credit card information.

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We at Christian Louboutin LLC take the security of our clients' information very seriously and truly regret any inconvenience that this incident may have caused you. Should you have any questions, please do not hesitate to call 1-855-969-4234 from 9 a.m. to 5 p.m. EST or email [inquiries@us.christianlouboutin.com](mailto:inquiries@us.christianlouboutin.com).

We thank you for your patronage, your understanding and your patience.

Sincerely,

*Andrea Hadfield*

Andrea Hadfield

Vice President, eCommerce & Retail East, the Americas