

Dear Merchant:

We recently identified and addressed an incident that may have affected the security of payment information. Last year in 2017, only the Desktop ordering site was attacked and injected with malware intended to capture credit card information while it was being submitted to our site. Upon discovery, we conducted an investigation and took immediate steps to contain and remove the malware. As part of our investigation, we engaged a leading cybersecurity firm that assisted us with the investigation. In addition, we also notified Federal law enforcement of the incident and are working closely with the major credit card brands to ensure the incident was properly addressed. We sincerely apologize for any inconvenience this incident may cause you or your patrons.

Who is impacted

Our cybersecurity team has determined that the timeframe of this incident was from November 5, 2017 to November 28, 2017 and impacted only certain transactions. We have learned that the malware was contained to ONLY the Desktop ordering site of the version that you are using and certain payment gateways. Thus, this incident was contained to a part of our system and did NOT impact the Mobile ordering site or any other MenuDrive versions.

What we are doing

We take the security of credit card and other personal information very seriously. We are using automated tools to help us identify any suspicious activity. Furthermore, to prevent this from happening again, we are actively working with leading security experts and law enforcement to strengthen the security of our network.

What you can do and additional information

We recommend that you notify your patrons who may have been affected during the November 2017 time period as well as follow your state's notification requirements. Please contact us so that we may assist you in the next steps. Furthermore, patrons who placed an order on the Desktop ordering site during the time period above should remain vigilant about the potential for fraud or identity theft by reviewing financial statements and credit reports for unauthorized activity. Patrons who find any unauthorized charges should report them promptly to the patron's financial institution, as the major credit card companies have rules in place that prevent patrons from being responsible for fraudulent charges that are timely reported.

We have several dedicated members of our team working diligently to assist you regarding this incident. For any questions, please contact our team at cchelp@menudrive.com or at 833-822-7388.

Sincerely,
The MenuDrive Team