

# ORBITZ

Processing Center • P.O. BOX 141578 • Austin, TX 78714



00001  
JOHN Q. SAMPLE  
1234 MAIN STREET  
ANYTOWN US 12345-6789

April 20, 2018

## NOTICE OF DATA BREACH

Dear John Sample:

Orbitz is writing to make you aware of a data security incident affecting a legacy Orbitz travel booking platform (the “Orbitz platform”) that powered our, and a number of our business partners’, travel sites. Regrettably, certain hotel reservations that you made through Southwest.com, which was powered by Orbitz, may have been affected. This notice describes the incident, the measures taken in response, and some steps you can take to further protect your information.

### **What Happened?**

While conducting an investigation of the Orbitz platform, Orbitz determined on March 1, 2018 there was evidence suggesting that, between October 1, 2017 and December 22, 2017, an unauthorized third-party may have accessed certain personal information stored on this consumer and business partner platform. Orbitz took immediate steps to investigate the incident and enhance security and monitoring of the affected Orbitz platform, and made every effort to remediate the issue, including taking swift action to eliminate and prevent additional unauthorized access to the platform. Findings from our investigation indicate that the information accessed on the Orbitz platform included certain hotel reservations made through Southwest.com, and powered by Orbitz, during the period from January 1, 2016 to June 23, 2016. This incident did not affect Southwest Airlines' systems nor other travel reservations made through Southwest.com.

### **What Information Was Involved?**

Orbitz determined that the personal information likely accessed may have included your name, payment card number and expiration date, phone number, email address, and physical and/or billing address.

### **What Information was *Not* Involved?**

The Orbitz investigation to date has not found any evidence of unauthorized access to other types of personal information, including passport and travel itinerary information. Additionally, for U.S. customers, Orbitz determined that Social Security numbers were not involved in this incident, because they are not collected nor held on the platform.



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## **What We Are Doing**

Orbitz considers the security of all personal information as a top priority. Orbitz took immediate steps to investigate the incident and enhance security and monitoring of the affected platform.

As part of the Orbitz investigation and remediation work, Orbitz brought in a leading third party forensic investigation firm and other cybersecurity experts. Orbitz also began working with law enforcement, and took measures to effectively prevent any additional unauthorized access and enhance security. Upon determining that the attack may have resulted in access to certain personal information, it also started working immediately to notify potentially impacted customers and business partners.

Additionally, Orbitz is offering you one year of complimentary credit monitoring and identity protection service. You may sign up for this service by following the instructions included on the following pages.

## **What You Can Do**

Regardless of whether you elect to enroll in the credit monitoring and identity protection service, we recommend that you remain vigilant by reviewing your payment card account statements for any unauthorized activity. You should immediately report any unauthorized charges to your bank or other card issuer because the bank or other card issuer will generally reimburse fraudulent charges that are reported in a timely manner. Please also see the “Additional Steps You Take” section included on the following pages for additional information on ways to protect your information.

## **For More Information**

If you have any questions about this notice or the incident, please call 1-855-828-5646 (toll-free U.S.) or 1-512-201-2217 (International), or visit <https://orbitz.allclearid.com/>.

Sincerely,

A handwritten signature in black ink, appearing to read 'D. Hest', with a stylized flourish extending to the right.

Daniel Hest  
SVP & General Manager, Expedia Global Partner Solutions

## ALLCLEAR ID IDENTITY PROTECTION SERVICE

### **For affected U.S. customers, the following services are available for 12 months after enrollment:**

**AllClear Identity Repair:** This service is automatically available to you with no enrollment required. If a problem arises, simply call 1-855-828-5646 and a dedicated investigator will help recover financial losses, restore your credit and make sure your identity is returned to its proper condition.

**AllClear Fraud Alerts with Credit Monitoring:** This service offers the ability to set, renew, and remove 90-day fraud alerts on your credit file to help protect you from credit fraud. In addition, it provides credit monitoring services, a once annual credit score and credit report, and a \$1 million identity theft insurance policy. To enroll in this service, you will need to provide your personal information to AllClear ID. You may sign up online at [enroll.allclearid.com](http://enroll.allclearid.com) or by phone by calling 1-855-828-5646 using the following redemption code: Redemption Code.

Please note: Following enrollment, additional steps are required by you in order to activate your phone alerts and fraud alerts, and to pull your credit score and credit file. Additional steps may also be required in order to activate your monitoring options.

### ADDITIONAL STEPS YOU CAN TAKE

Even if you choose not to take advantage of this complimentary credit monitoring, we recommend that you remain vigilant for incidents of fraud or identity theft by reviewing your account statements as well as your free credit reports for any unauthorized activity. If you detect any unauthorized activity on financial accounts, you should immediately contact your financial institution. We also recommend that you make your financial institution aware of this matter and take their advice on steps to protect your deposit account. 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](http://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](http://www.equifax.com), 1-800-685-1111

*Experian*, PO Box 2002, 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), 1-800-916-8800

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. You may also want to 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:

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



