

# MET WEST TERRA

## HOSPITALITY

February 23, 2017



### Notice of Data Breach

Dear [REDACTED],

MetWest Terra Hospitality is committed to maintaining the privacy and security of your personal information. Regrettably, I am writing you to inform you of an incident involving some of that information.

#### What Happened

On February 9, 2017, we learned that a targeted “spear phishing” email message had been sent to a MetWest Terra Hospitality employee. The email our employee received was designed to appear as though it had been sent to the employee by a MetWest Terra Hospitality manager from the MetWest Terra Hospitality manager’s email account. The request was for all 2016 W2 information, and believing the email to be legitimate, the employee provided the requested information.

#### What Information Was Involved

The W2 information included your name, address, Social Security number and earnings.

#### What We Are Doing

As soon as we became aware of this situation, we notified the IRS and federal law enforcement authorities, and we are cooperating with their ongoing investigation. The IRS has indicated to us that they will monitor affected employees’ accounts for this year, in an effort to prevent fraudulent tax refunds from being paid out. To help prevent something like this from happening again, we are reinforcing our information security training program with an emphasis on the detection and avoidance of phishing email scams and reviewing our internal procedures related to requests for sensitive information.

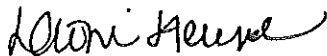
**What You Can Do**

We recognize this issue can be frustrating. We are taking steps to help protect you and are offering you identity theft protection services through Experian. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. Experian's ProtectMyID Alert is completely free to you and enrolling in this program will not hurt your credit score. For more information on identity theft prevention and ProtectMyID Alert, including instructions on how to activate your complimentary one-year membership, please see the additional information provided in this letter.

**For More Information**


We deeply regret any concern this may cause you. If you have questions, please call us at [REDACTED] from 8:00 a.m. to 6:00 p.m. CST, Monday to Friday. If you wish to speak with an MetWest Terra Hospitality representative, please contact Dione Heusel at [REDACTED]


Sincerely,



Dione Heusel  
Senior Vice President, Human Resources  
MetWest Terra Hospitality

**Activate ProtectMyID Now in Three Easy Steps**

1. ENSURE That You Enroll By: February 28, 2017 (Your code will not work after this date.)
2. VISIT the ProtectMyID Web Site to enroll: <http://www.protectmyid.com/redeem>
3. PROVIDE Your Activation Code: 

If you have questions or need an alternative to enrolling online, please call (877) 371-7902 and provide engagement #: 

**ADDITIONAL DETAILS REGARDING YOUR 12-MONTH PROTECTMYID MEMBERSHIP:**

A credit card is not required for enrollment.

Once your ProtectMyID membership is activated, you will receive the following features:

- **Free copy of your Experian credit report**
- **Surveillance Alerts for:**
  - **Daily Bureau Credit Monitoring:** Alerts of key changes & suspicious activity found on your Experian, Equifax<sup>®</sup> and TransUnion<sup>®</sup> credit reports.
- **Identity Theft Resolution & ProtectMyID ExtendCARE:** Toll-free access to US-based customer care and a dedicated Identify Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each incident; help with contacting credit grantors to dispute charges and close accounts including credit, debit and medical insurance cards; assist with freezing credit files; contact government agencies.
  - It is recognized that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE<sup>™</sup>, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.
- **\$1 Million Identity Theft Insurance<sup>[1]</sup>:** Immediately covers certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

Activate your membership today at <http://www.protectmyid.com/redeem> or call (877) 371-7902 to register with the activation code above.

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, need

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<sup>[1]</sup> Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of 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.

~~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) 371-7902.~~

### Additional Steps You Can Take

Even if you choose not to take advantage of this free credit monitoring, we recommend that you remain 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](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. 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](http://www.ftc.gov/idtheft)

If you know or suspect you are a victim of tax-related identity theft, the IRS recommends these steps:

- Respond immediately to any IRS notice; call the number provided or, if instructed, go to [IDVerify.irs.gov](http://IDVerify.irs.gov).
- Complete IRS Form 14039, Identity Theft Affidavit, if your efiled return rejects because of a duplicate filing under your SSN or you are instructed to do so. Use a fillable form at [IRS.gov](http://IRS.gov), print, then attach the form to your return and mail according to instructions.
- Continue to pay your taxes and file your tax return, even if you must do so by paper.

If you previously contacted the IRS and did not have a resolution, contact the IRS for specialized assistance at 1-800-908-4490.