

[Kimpton Hotels & Restaurants letterhead]

[DATE]

[first name][last name]

[address]

[city][state][zip]

Dear [first name][last name]:

Kimpton Hotels & Restaurants values the relationship we have with our guests and understands the importance of protecting personal information. We are writing to notify you of an incident that may involve your payment card information.

Kimpton Hotels & Restaurants received a report on July 15, 2016 of unauthorized charges occurring on payment cards after they had been used by guests at the restaurant of one of our hotels. We immediately began to investigate the report and hired leading cyber security firms to examine our payment card processing system. Findings from the investigation show that an unauthorized person installed malware on certain servers that processed payment cards used at some of our hotels. The malware searched for track data read from the magnetic stripe of payment cards as it was being routed through the affected servers. The malware primarily found track data that contained the card number, expiration date, and internal verification code, but in some instances it found the track that also contains the cardholder name. We are notifying you because you used your payment card at the front desk of the [affected Kimpton Hotel] between February 16, 2016 and July 7, 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 resolved the issue and continue to work with the cyber security firms to further strengthen our existing security measures. We notified law enforcement and are also 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 (888) 339-3142 from 9:00 a.m. to 8:00 p.m. EST, Monday to Friday.

Sincerely,

Mike DeFrino
CEO
Kimpton Hotels & Restaurants

MORE INFORMATION ON WAYS TO PROTECT YOURSELF

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 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, 1-800-685-1111

Experian, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742

TransUnion, PO Box 2000, Chester, PA 19016, 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

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HOTELS & RESTAURANTS



September 6, 2016

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