

Updated: January 22, 2016

Frequently Asked Questions

1. What happened?

We became aware of a malware intrusion that affected some point of sale systems at a limited number of Starwood hotels in North America. Promptly after discovering the issue, we engaged third-party forensic experts to conduct an extensive investigation. Based on the investigation, we discovered that the malware affected certain restaurants, gift shops and other point of sale systems at the relevant Starwood properties. We have no indication that our guest reservation or Starwood Preferred Guest membership systems were impacted.

2. What did Starwood do when it discovered the issue?

Promptly after discovering the issue, we engaged third-party forensic experts to conduct an extensive investigation. We also have been working closely with law enforcement authorities and coordinating our efforts with the payment card organizations to determine the facts.

3. What information may have been compromised?

The malware was designed to collect certain payment card information, including cardholder name, payment card number, security code and expiration date. There is no evidence that other customer information, such as contact information, Social Security numbers or PINs, were affected by this issue.

4. Which Starwood hotels in North America were impacted by this incident?

The updated locations and potential dates of exposure for each affected Starwood property are listed [here](#).

5. Has Starwood identified additional properties affected by this issue since its first notification in November 2015?

Yes. Even though our investigation was not complete at the time of our initial announcement in November 2015, we believed it was in the best interest of our customers to quickly alert them at the time based on the information we had. Since that time, we have been working diligently with third-party forensic experts to continue our investigation to help ensure that all impacted hotels have been identified. Based on our investigation, we have identified some additional hotels whose point of sale systems were affected by this issue. The updated locations and potential dates of exposure for each affected Starwood property are listed [here](#).

6. Is it safe to use a payment card at Starwood hotels?

The malware no longer presents a threat to customers using payment cards at our hotels.

7. Is my payment card information affected?

Starwood cannot identify individual affected customers based on the payment card data the company has available. This issue impacted a limited number of Starwood properties during specific periods of time. Please refer to your payment card statements to see if you used a card at one of the affected hotels during a relevant time period. If you believe your payment card was affected or you see any unusual activity on your account statement, you should immediately contact your bank or card issuer.

8. What should I do to help protect my information?

If you believe your payment card may have been affected, you should immediately contact your bank or card issuer. Under U.S. law, you are entitled to one free credit report annually from each of the three national credit bureaus. To order your free credit report, visit www.annualcreditreport.com or call toll free at 1-877-322-8228. We encourage you to review your account statements and monitor your free credit reports. For more information about steps you can take to protect your credit files, you can contact any one of the consumer reporting agencies at:

Equifax	1-800-525-6285	www.equifax.com
Experian	1-888-397-3742	www.experian.com
TransUnion	1-800-680-7289	www.transunion.com

In addition, we have arranged with AllClear ID to offer identity protection and credit monitoring services to affected Starwood customers for one year at no cost to them. The [Reference Guide](#) provides information on registration and recommendations by the U.S. Federal Trade Commission on the protection of personal information.

9. How do I find out more about the identity protection and credit monitoring services?

We have arranged with AllClear ID to offer identity protection and credit monitoring services to affected Starwood customers for one year at no cost to them. For more information about these services, please click [here](#) or call 1-855-270-9179 (U.S. and Canada) or 1-512-201-2201 (International), Monday through Saturday, 8:00 am to 8:00 pm CST.

10. Where can I get more information?

If you have any questions or would like additional information regarding this issue, please call 1-855-270-9179 (U.S. and Canada) or 1-512-201-2201 (International), Monday through Saturday, 8:00 am to 8:00 pm CST.

FOR IMMEDIATE RELEASE

Starwood Provides Update on Reported Malware Intrusion

(January 22, 2016) – Starwood Hotels & Resorts Worldwide, Inc. (“Starwood” or the “Company”) today provided an update on its investigation into the data security issue it previously announced. In November 2015, the Company announced that the point of sale systems of a limited number of Starwood hotels in North America were infected with malware, enabling unauthorized parties to access payment card data of some Starwood customers.

Since its initial announcement, Starwood has been working diligently with third-party forensic experts to continue its investigation to help ensure that all impacted hotels have been identified. Based on the continued investigation, the company has identified some additional hotels whose point of sale systems were affected by this issue. The updated list of locations and potential dates of exposure for each affected Starwood property is available [here](#).

As previously reported, promptly after discovering the issue, Starwood engaged third-party forensic experts to conduct an extensive investigation to determine the facts. Based on the investigation, the Company discovered that the malware affected certain restaurants, gift shops and other point of sale systems at the relevant Starwood properties. There is no indication that the Company’s guest reservation or Starwood Preferred Guest membership systems were impacted. The malware was designed to collect certain payment card information, including cardholder name, payment card number, security code and expiration date. There is no evidence that other customer information, such as contact information, Social Security numbers or PINs, were affected by this issue. The affected hotels have taken steps to secure customer payment card information and the malware no longer presents a threat to customers using payment cards at Starwood hotels.

Starwood encourages customers to carefully review and monitor their payment card account statements. If a customer believes his or her payment card may have been affected, the customer should immediately contact their bank or card issuer.

Customers with questions may call 1-855-270-9179 (U.S. and Canada) or 1-512-201-2201 (International), Monday through Saturday, 8:00 am to 8:00 pm CST or visit www.starwoodhotels.com/paymentcardsecuritynotice for more information.

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Starwood Hotels & Resorts Worldwide, Inc. is a hotel and leisure company with nearly 1,275 properties in some 100 countries and over 180,000 employees at its owned and managed properties. Starwood is a fully integrated owner, operator and franchisor of hotels, resorts and residences under the brands of St. Regis®, The Luxury Collection®, W®, Westin®, Le Méridien®, Sheraton®, Four Points® by Sheraton, Aloft®, Element® and the Tribute Portfolio™.