

PDQ values the relationship we have with our customers and understands the importance of protecting personal information.

WHAT HAPPENED

We have been the target of a cyber-attack. An unauthorized person (hacker) exploited part of our computer related system and accessed and or acquired personal information from some of our customers. We believe the attacker gained entry through an outside technology vendor's remote connection tool. Based on an investigation, the unauthorized access and or acquisition occurred from May 19, 2017 - April 20, 2018 (breach time period). We learned on June 8, 2018 that credit card information and or some names may have been hacked.

PDQs AFFECTED

All PDQ locations in operation during some or all of the breach time period, May 19, 2017 - April 20, 2018, were affected. However, the following locations were not affected: Tampa International Airport location at 4100 George J Bean Pkwy, Tampa, FL 33607, Amalie Arena location at 401 Channelside Drive, Tampa, FL 33602, and PNC Arena location at 1400 Edwards Mill Road, Raleigh, NC 27607.

WHAT INFORMATION WAS INVOLVED

The information accessed and or acquired included some or all of the following: names, credit card numbers, expiration dates, and cardholder verification value. However, it should be noted that the cardholder verification value that may have been accessed and or acquired is not the same as the security code printed on the back of certain payment cards (e.g., Discover, MasterCard, and Visa) or printed on the front of other payment cards (e.g., American Express). Based on the nature of the breach, it was not possible to determine the identity or exact number of credit card numbers or names that were accessed or acquired during the breach time period. If you used a credit card for your purchase at a PDQ restaurant during the breach period, then your credit card number, expiration date, cardholder verification value and or name may have been accessed or acquired by a hacker.

WHAT WE ARE DOING

Caring for our customers is a top priority, and once we suspected a possible breach, we acted immediately to address the situation and stop the breach. We initiated an investigation and engaged a cybersecurity firm that conducted a comprehensive forensic review of the attack. We reported the breach to law enforcement and continue to work with authorities and state regulators. We have taken steps to further strengthen the security of our systems to help prevent this type of incident from happening again.

WHAT YOU CAN DO

You should remain vigilant in reviewing your account statements closely, monitoring free credit reports, and report any unauthorized charges to your card issuer immediately. Please see the below sections for additional steps you may take to protect your information.

FOR MORE INFORMATION

If you have questions, please visit www.eatPDQ.com or contact a dedicated PDQ representative at info@eatPDQ.com or (844) 328-1737 on weekdays from 9:00 a.m. to 4:00 p.m. EST.

For Alabama Residents: You may contact the Alabama Attorney General's Office at Office of the Attorney General, 501 Washington Avenue, Montgomery, AL 36104, or call (334) 242-7300. You can also obtain more information about the steps you can take to avoid identity theft from the Attorney General's website: <https://ago.alabama.gov/>

For Arizona Residents: You may contact the Arizona Attorney General's Office at Office of the Attorney General, 2005 N Central Ave, Phoenix, AZ 85004-2926, or call (602) 542-5025. You can also obtain more information about the steps you can take to avoid identity theft from the Attorney General's website: <https://www.azag.gov/>

For Florida Residents: You may contact the Florida Attorney General's Office at Office of the Attorney General, The Capitol PL-01, Tallahassee, FL 32399-1050, or call (850) 414-3300. You can also obtain more information about the steps you can take to avoid identity theft from the Attorney General's website: <http://myfloridalegal.com/>

For Georgia Residents: You may contact the Georgia Attorney General's Office at Office of the Attorney General, 40 Capitol Square, SW, Atlanta, GA 30334, or call (404) 656-3300. You can also obtain more information about the steps you can take to avoid identity theft from the Attorney General's website: <https://law.georgia.gov/>

For Illinois Residents: You may contact the Illinois Attorney General's Office at Office of the Attorney General, 100 West Randolph Street, Chicago, IL 60601, or call (312) 814-3000. You can also obtain more information about the steps you can take to avoid identity theft from the Attorney General's website: <http://www.illinoisattorneygeneral.gov/>

For Nevada Residents: You may contact the Nevada Attorney General's Office at Office of the Attorney General, 100 North Carson Street, Carson City, NV 89701, or call (775) 684-1100. You can also obtain more information about the steps you can take to avoid identity theft from the Attorney General's website: <http://ag.nv.gov/>

For New Jersey Residents: You may contact the New Jersey Attorney General's Office at Office of the Attorney General, Richard J. Hughes Justice Complex, 8th Floor, West Wing, 25 Market Street, Trenton, NJ 08625-0080, or call (609) 292-8740. You can also obtain more information about the steps you can take to avoid identity theft from the Attorney General's website: <http://nj.gov/oag/>

For North Carolina Residents: You may contact the North Carolina Attorney General's Office at Office of the Attorney General, 9001 Mail Service Center, Raleigh, NC 27699-9001, or call (919) 716-6400. You can also obtain more information about the steps you can take to avoid identity theft from the Attorney General's website: <http://www.ncdoj.gov/>

For Oklahoma Residents: You may contact the Oklahoma Attorney General's Office at Office of the Attorney General, 313 NE 21st Street, Oklahoma City, OK 73105, or call (405) 521-3921. You can also obtain more information about the steps you can take to avoid identity theft from the Attorney General's website: <http://www.oag.ok.gov/>

For South Carolina Residents: You may contact the South Carolina Attorney General's Office at Office of the Attorney General, Rembert Dennis Building, 1000 Assembly Street, Room 519, Columbia, S.C. 29201, or call (803) 734-3970. You can also obtain more information about the steps you can take to avoid identity theft from the Attorney General's website: <http://www.scag.gov/>

For Texas Residents: You may contact the Texas Attorney General's Office at Office of the Attorney General, 300 W. 15th Street, Austin, TX 78701, or call (512) 463-2100. You can also obtain more information about the steps you can take to avoid identity theft from the Attorney General's website: <https://texasattorneygeneral.gov/>

For Utah Residents: You may contact the Utah Attorney General's Office at Office of the Attorney General, Utah State Capitol Complex, 350 North State Street Suite 230, SLC UT 84114-2320, or call (800) 244-4636. You can also obtain more information about the steps you can take to avoid identity theft from the Attorney General's website: <https://attorneygeneral.utah.gov/>

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PDQ Reports Unauthorized Access to System by Hacker

Tampa, FL (June 22, 2018) – Tampa-based [PDQ](#) reports that the credit card system for their restaurants had been accessed without authorization by an outside hacker. PDQ believes the attacker gained entry through an outside technology vendor's remote connection tool. Some guests who visited between the dates of May 19, 2017 – April 20, 2018 and used a credit card to purchase their meals may have been impacted. See attached copy of notice, which is also posted on PDQ's website at www.eatpdq.com.

The safety and security of PDQ's guests is always of utmost importance. All necessary steps to contain the situation have been taken. Once an issue was detected, PDQ notified and worked with the proper authorities, immediately alerting financial institutions as well. The issue was resolved and there are currently no additional issues.

PDQ sincerely regrets and apologizes for any inconvenience caused, and guests can be confident that protocols and security enhancements have been implemented to contain further issues and prevent future attacks of this nature. Guests who suspect unauthorized activity or have additional information should contact either their credit card provider directly or PDQ at info@eatPDQ.com.

Consumers can also take the following actions:

- Remain vigilant in reviewing your account statements closely, monitoring free credit reports, and report any unauthorized charges to your card issuer immediately.
- 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.tuc.com, 1-800-916-8800
- Contact your local law enforcement agency and file a police report.
- Obtain additional information from the Federal Trade Commission about protecting your personal information. Their contact information is as follows:
 - *Federal Trade Commission*, Consumer Response Center, [600 Pennsylvania Avenue, NW Washington, DC 20580](http://www.ftc.gov/idtheft), www.ftc.gov/idtheft, 1-877-IDTHEFT (438-4338)

The investigation was conducted by third-party Sikich LLP.

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