

The Sandman Santa Rosa
Return Mail Processing Center
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Notice of Data Breach

Dear Guest:

The Sandman Santa Rosa (“Sandman”) was recently notified by its service provider, Sabre Hospitality Solutions (“Sabre”), of a Sabre data security incident that may affect customer information associated with your hotel reservation(s). The privacy and protection of our customers’ information is a matter we take very seriously, and we are providing this notice as a precaution to let you know about the incident and tell you about some steps that you may take to protect yourself against potential misuse of your information.

What Happened

The Sabre SynXis Central Reservations system (CRS) facilitates the booking of hotel reservations made by consumers through hotels, online travel agencies, and similar booking services. Following a forensic investigation, Sabre notified us on June 6, 2017, that an unauthorized party gained access to their systems and was able to view some reservation information for a subset of hotel reservations that Sabre processed on behalf of Sandman. The investigation determined that the unauthorized party was able to access payment card information on Sabre’s system between August 10th 2016 and March 9, 2017. Please note that no Sandman computer or network systems were affected in any way by this incident.

What Information Was Involved

The unauthorized party was able to access payment card information for certain hotel reservations, including cardholder names, card numbers, card expiration dates, and, potentially, card verification codes. The unauthorized party was also able, in some cases, to access certain information such as guest names, emails, phone numbers, addresses, and other information. Sensitive information such as Social Security, passport, or driver’s license numbers were not accessed or affected by this incident. Sabre has informed us that, to date, the payment card brands have not identified any patterns of fraud related to this data breach.

What We Are Doing

According to the information that we received, Sabre engaged a leading cybersecurity firm to support its investigation and notified law enforcement and the payment card brands about this incident. Sabre also enhanced the security around access credentials and the monitoring of system activity to help prevent this type of incident from recurring in the future.

What You Can Do

You can review your credit or debit card account statements to determine if there are any discrepancies or unusual activity listed. Remain vigilant and continue to monitor statements for unusual activity going forward. If you see something you do not recognize, immediately notify the card issuer as well as the proper law enforcement authorities. In instances of credit or debit card fraud, it is important to note that cardholders are not typically responsible for any fraudulent activity that is reported in a timely fashion.

Although Social security numbers and other sensitive personal information were not at risk in this incident, as a general practice you can carefully check your credit reports for accounts you did not open or for inquiries from creditors you did not initiate. If you see anything you do not understand, call the credit agency immediately. As an additional precaution, we are providing an “Information About Identity Theft Protection” reference guide, enclosed here, which describes additional steps you may take to help protect yourself, including recommendations from the Federal Trade Commission regarding identity theft protection.

For More Information

We sincerely regret any inconvenience caused by this incident. If you have any questions regarding this incident or if you desire further information or assistance, please do not hesitate to contact us toll-free at 888-721-6305 twenty four hours per day, Monday through Friday. More information is also available at www.sabreconsumernotice.com.

Sincerely,

The Sandman Santa Rosa

INFORMATION ABOUT IDENTITY THEFT PROTECTION

Review of Accounts and Credit Reports: As a precaution you may regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed at the end of this guide.

You should remain vigilant with respect to reviewing your account statements and credit reports, and you should promptly report any suspicious activity or suspected identity theft to us and to the proper law enforcement authorities, including local law enforcement, your state's attorney general, and/or the Federal Trade Commission ("FTC"). You may contact the FTC or your state's regulatory authority to obtain additional information about avoiding and protection against identity theft: Federal Trade Commission, Consumer Response Center 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft. There may be similar resources available at the state level, and you may contact your state department of revenue directly for more information.

Fraud Alerts: There are also two types of fraud alerts that you can place on your credit report to put creditors on notice that you may be a victim of fraud: an initial alert and an extended alert. You may request an initial fraud alert if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least 90 days. You may request an extended fraud alert if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by contacting any of the three national credit reporting agencies at the addresses or toll-free numbers listed below.

Credit Freezes: You may have the right to put a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. In addition, you may incur fees to place, lift and/or remove a credit freeze. Credit freeze laws vary from state to state. The cost of placing, temporarily lifting, and removing a credit freeze also varies by state, generally \$5 to \$20 per action at each credit reporting company. Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company. Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies as specified below to find out more information.

You can obtain more information about fraud alerts and credit freezes by contacting the FTC or one of the national credit reporting agencies listed below.

Equifax (www.equifax.com)

P.O. Box 740241
Atlanta, GA 30374
800-685-1111

Fraud Alerts:

P.O. Box 740256, Atlanta, GA 30374
877-478-7625

Credit Freezes:

P.O. Box 105788, Atlanta, GA 30348

Experian (www.experian.com)

P.O. Box 2002
Allen, TX 75013
888-397-3742

**Fraud Alerts and
Security Freezes:**

P.O. Box 9554, Allen, TX 75013

TransUnion (www.transunion.com)

P.O. Box 1000
Chester, PA 19016
800-888-4213

Fraud Alerts and Security Freezes:

P.O. Box 2000, Chester, PA 19022
888-909-8872