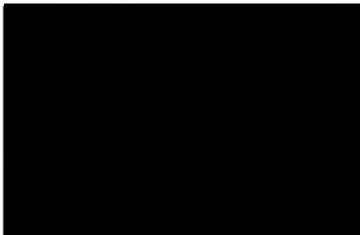




CONSUMER



April 29, 2015

VIA US MAIL

Office of New Hampshire Attorney General
Attn: Security Breach Notification
33 Capitol Street
Concord, NH 03301

Re: Notification of Data Security Incident

Dear Sir or Madam:

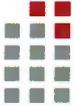
This firm represents Cities Service, LLC ("Cities Service"). In accordance with N.H. Rev. Stat. Ann. § 359-C:19, please accept this letter as notice of the compromise of certain computerized data of Cities Service that may have led to the unauthorized acquisition of certain personal information, including some combination of names, addresses and payment card account numbers and expiration dates.

An explanation of the events giving rise to this notice is as follows:

On February 11, 2015, Cities Service was contacted by Six Continents Hotels ("IHG"), who was previously notified by the United States Secret Service, that certain hotels affiliated with IHG had been identified as potential victims of a data security incident. It was suggested that Cities Services conduct a formal investigation into a potential data breach at its hotel location in Sulphur, Louisiana. Cities Service engaged legal counsel and Dell SecureWorks to conduct a forensic investigation, which investigation was concluded on March 23, 2015.

Dell SecureWorks' investigation determined that, based on available evidence, starting on October 13, 2014, Cities Service's payment processing environment was compromised by a malicious attachment sent in an email. The compromise was contained on February 11, 2015 when Cities Service ceased using the compromised workstation to process customer credit cards. Based on information provided by Dell SecureWorks, a total of 613 individuals were affected, of which only 2 were residents of the state of New Hampshire.

The affected workstation was removed from the network and reimaged. Cities Service is updating its firewalls, security software and employee procedures in line with recommendations from Dell SecureWorks and Payment Card Industry (PCI) data security standards.



April 29, 2015

Page 2

Attached please find a copy of the notice that was provided to all affected individuals on April 28, 2015.

Cities Service is providing the affected individuals with credit monitoring and fraud assistance services, which will be provided by IDT911, a company specializing in identity theft education and resolution.

For more information on the incident, please contact the undersigned by telephone at [REDACTED] or by email at [REDACTED]

Sincerely,

R. Michael Murphy
FOR THE FIRM

cc: Russ Bylsma, Cities Service
Justin Foreman, Cities Service

Date

Name

Address

Address

Address



Dear Valued Customer:

Please read this letter in its entirety.

Cities Service, LLC ("Cities Service") operates a Holiday Inn Express® & Suites located in Sulphur, Louisiana. We were recently made aware that our payment processing environment was compromised by malware. Based on our review of the situation and an examination of the impacted data, our forensics specialists have indicated that some personal data belonging to you was potentially exposed. This information includes names, addresses and payment card account numbers and expiration dates. More specifically, the investigation indicated that your payment card, with account number ending in <XXXX>, may have been affected. The data accessed did not include any social security numbers. The period of potential exposure was October 13, 2014 through February 11, 2015.

While we have no evidence that any of your personal information has been misused in any manner, we are taking appropriate precautionary measures to ensure your financial security and help alleviate concerns you may have.

What is Cities Service doing to address this situation?

We have taken the necessary steps to remove the malware and prevent it from being reinstalled. We have reported the incident to and are cooperating with law enforcement. We have also informed the credit reporting agencies about this incident so that they may take appropriate action.

Cities Service is committed to our customers. That's why we are providing you with access to Three Bureau Credit Monitoring* services at no charge. These services provide you with alerts for twelve months from the date of enrollment when changes occur to your credit files. These notifications are sent to you the same day that the changes or updates take place with TransUnion, Equifax or Experian. In addition, Cities Service is providing you with proactive fraud assistance to help with any questions that you might have. These services will be provided by IDT911, a company that specializes in identity theft education and resolution. This proactive service will last for a full year. Through this service you will also receive the following:

- Unlimited access to your dedicated, personal fraud specialist via toll-free number
- Help with answering any questions and providing guidance with the situation
- Fraud specialist-assisted placement of Fraud Alerts, in situations where it is warranted
- Removal from credit bureau marketing lists while Fraud Alert is active
- Assistance with reading and interpreting credit reports for any possible fraud indicators.

How do I enroll for the free services?

To enroll in **Credit Monitoring*** services at no charge, please log on to https://www.myidmanager.com/promo_code.html and follow the instructions provided. **When prompted please provide the following unique code to receive services: <CODE HERE.>**

* Services marked with an "*" require an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection and in order to confirm your identity.

To take advantage of the **IDT911** services, or to obtain additional information about these services, **please call the IDT911 help line 1-800-405-6108** and supply the fraud specialist with your unique code.

What can I do on my own to address this situation?

If you choose not to use these services, **we are strongly urging all customers** to notify their payment card institution of this incident to inform them that your account may be at an increased risk for fraud and so that they can flag your account. We also encourage you to monitor your account closely for any suspicious activity and to notify your financial institution immediately if you notice any unauthorized transactions.

If you choose to place a fraud alert on your own, you will need to contact one of the three major credit agencies directly at:

- Experian (1-888-397-3742)
- Equifax (1-800-525-6285)
- Transunion (1-800-680-7289)

Also, should you wish to obtain a credit report and monitor it on your own:

- **IMMEDIATELY** obtain free copies of your credit report and monitor them upon receipt for any suspicious activity. You can obtain your free copies by going to the following website: www.annualcreditreport.com or by calling them toll-free at 1-877-322-8228. (Hearing impaired consumers can access their TDD service at 1-877-730-4204).
- **Upon receipt of your credit report**, we recommend that you monitor it carefully for any suspicious activity.
- Be sure to promptly report any suspicious activity to IDT911

If you are very concerned about becoming a victim of fraud or identity theft, a security freeze might be right for you. Placing a freeze on your credit report will prevent lenders and others from accessing your credit report entirely, which will prevent them from extending credit. With a Security Freeze in place, you will be required to take special steps when you wish to apply for any type of credit. To initiate a Security Freeze, you should contact each of the credit reporting companies, Experian, Equifax and Transunion.

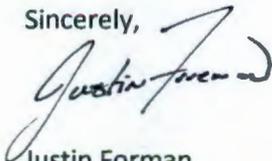
You can also obtain more information about identity theft and ways to protect yourself from the Federal Trade Commission (FTC). The FTC has an identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information on-line at www.ftc.gov/idtheft.

What if I want to speak with Cities Service regarding this incident?

If you have any questions, please call 337-400-6948 from 8:00am-4:30pm Central Standard Time, Monday through Friday.

On behalf of Cities Service, we regret any inconvenience this may cause you.

Sincerely,



Justin Forman
General Manager

* Services marked with an "*" require an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection and in order to confirm your identity.