

**LEWIS  
BRISBOIS  
BISGAARD  
& SMITH LLP**  
ATTORNEYS AT LAW

STATE OF NH  
DEPT OF JUSTICE  
2015 MAR 24 AM 11:31

March 20, 2015

**VIA U.S. MAIL**

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

**Re: Park 'N Fly – Data Security Event Update**

Dear Attorney General Foster:

We are writing to provide an update on the Park 'N Fly ("PNF") data security event. By providing this update, PNF does not waive any rights or defenses regarding the applicability of New Hampshire law or personal jurisdiction.

**Update on PNF's Investigation**

On December 30, 2014, we provided preliminary notice to your office of a data security event involving PNF's ecommerce site. On January 20, 2015, we provided an update to your office regarding the status of PNF's investigation and notification to its potentially affected customers. Attached as *Exhibit A* please find a copy of our preliminary notice and update to your office for your convenience. Since our January 20, 2015 update to your office, the independent third-party forensic experts for whom PNF has been working with, have confirmed the security of some data from certain payment cards that were used from November 27, 2013 through December 24, 2014, to make reservations through PNF's ecommerce site, may be at risk. The data potentially at risk includes customer's name, card number, billing address, card expiration date, and CVV. Other customer data potentially at risk for certain customers includes email addresses, PNF passwords, and telephone numbers. On March 3, 2015, the final report relating to this matter was provided to PNF by the independent third-party forensic experts.

While PNF has reason to believe the intruder stole some data from certain payment cards that were used to make reservations on PNF's ecommerce site, PNF has not determine which specific

cardholder's payment card data may have been stolen by the intruder. Further, PNF does not have sufficient contact information for all customers potentially affected by this incident.

### **Supplemental Notice**

Although the forensic investigation relating to this data security compromise was not finalized until March 3, 2015, PNF began supplementing its January 13, 2015 notice to potentially affected customers upon confirmation of the dates in which personally identifiable information may have been compromised. This supplemental notice was posted on PNF's website on Saturday, February 21, 2015. A copy of this supplemental website notice is attached as *Exhibit B*. This supplemental notice was distributed by a press release to in major statewide media on Monday, February 23, 2015. A copy of this press release is attached as *Exhibit C*.

In addition to providing notice to affected PNF customers on January 13, 2015 and supplementing that notice on its website on February 21, 2015 and through major statewide media on February, 23, 2015, PNF is also sending written notice to those customers who have provided PNF with address information. To date, PNF has address information for seventy-seven (77) New Hampshire residents. PNF began sending written notice to these New Hampshire residents on February 27, 2015 in substantially the same form as the letter attached as *Exhibit D*.

### **Other Steps Taken**

PNF takes this matter, and the security of the personal information in its care, very seriously; it has taken appropriate measures to reduce the likelihood of this type of incident from occurring in the future. In addition to providing notice of this incident to potentially affected PNF customers, these customers have been provided access to identity monitoring and identity protection services for the next 12 months, at no charge to the customer. PNF is also providing these customers with information on this security compromise and protection against identity theft and fraud through a confidential, toll-free hotline and on an informational webpage (<http://www.pnf.com/security-update>).

In addition to identity monitoring, identity protection and call center services provided to the affected PNF customers, PNF has done or is in the process of doing the following:

- Removed payment processes from the ecommerce site on December 24, 2014.
- Removed all malicious files identified in the investigation.
- Blocked all malicious IP addresses in the firewall and server identified in the investigation.
- Implemented PayPal as a new payment processor for website transactions to remove card processing through the PNF ecommerce site.

- Enhanced security setting relating to the ecommerce site such as implementing web application firewall, file integrity monitoring, and upgrading the frameworks and PHP components relating to the ecommerce site.
- Reviewed and enhanced policies and procedures regarding data protection including firewall rules.
- Engaged third-party forensic expert to assess and confirm the security of all PNF systems.

**Contact Information**

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at [REDACTED]

Very truly yours,

*AM Schafle*

[REDACTED]

# EXHIBIT A

**LEWIS  
BRISBOIS  
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& SMITH LLP**  
ATTORNEYS AT LAW

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Fax: 215.977.4101  
www.lewisbrisbois.com

SIAN M. SCHAFLE  
DIRECT DIAL: 215.977.4067  
SIAN.SCHAFLE@LEWISBRISBOIS.COM

December 30, 2014

**VIA U.S. MAIL**

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

Re: **Preliminary Notice of Data Security Event**

Dear Attorney General Foster:

We represent Park 'N Fly ("PNF"), 3399 Peachtree Road NE, Atlanta, GA 30326, and are writing to notify you of a data security incident that may have compromised the security of personal information of New Hampshire residents. PNF's investigation into this event is ongoing, and this notice will be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, PNF does not waive any rights or defenses regarding the applicability of New Hampshire law or personal jurisdiction.

**Nature of the Data Security Event**

In September of 2014, PNF noticed an escalation in fraud-related claims from customers for whom had used credit cards to make reservations through the company's website, [www.pnf.com](http://www.pnf.com). PNF commenced an internal investigation to determine whether there were vulnerabilities in its systems that resulted in unauthorized access to customer information. To assist with its investigation, PNF engaged independent third-party forensics experts. The third-party forensics experts reported suspicious activity on PNF's web server. This server contained credit/debit card data. PNF has been working continuously to understand the nature and scope of the incident. This investigation is ongoing.

To date, the forensic investigators have not identified New Hampshire residents affected by this event. However, should PNF's investigation reveal that New Hampshire residents were affected by this incident, notice will be provided pursuant to New Hampshire's data breach notification laws.

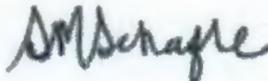
### Other Steps Taken and To be Taken

PNF takes this matter, and the security of the customer information in its care, seriously and is taking measures to restore the secure functionality of its systems. Upon noticing an escalation in fraud-related claims from its customers, PNF immediately took steps to identify potential vulnerabilities with its systems, remediate, and enhance the security of its systems. PNF also contacted the vendor that maintains its server requesting maintenance on the server and site. PNF continues to work closely with the third-party experts to identify the nature and scope of this incident and to remediate accordingly. While remediation occurs, PNF is not collecting credit/debit card data through its reservation website.

### Contact Information

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at 215-977-4067.

Very truly yours,



Sian M. Schafle for  
LEWIS BRISBOIS BISGAARD & SMITH LLP

SMS:JEP

**LEWIS  
BRISBOIS  
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& SMITH LLP**

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SIAN M. SCHAFLE  
DIRECT DIAL: 215.977.4067  
SIAN.SCHAFLE@LEWISBRISBOIS.COM

January 20, 2015

**INTENDED FOR ADDRESSEE(S) ONLY**

**VIA U.S. MAIL**

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

**Re: Park 'N Fly - Data Security Event Update**

Dear Attorney General Foster:

We are writing to provide an update on the Park 'N Fly ("PNF") data privacy event.

On December 30, 2014, we provided preliminary notice to your office of a data security event that may have compromised the security of personal information of New Hampshire residents. Attached as *Exhibit A* please find a copy of our preliminary notice for your convenience. PNF's investigation into this event is ongoing; however, since our preliminary notice to your office, the third-party forensic experts for whom PNF has been working with, have confirmed PNF's ecommerce site was infiltrated by an unauthorized third party. The ecommerce site contained credit/debit card data including, card number, cardholder's name and billing address, card expiration date, and CVV code. Other loyalty customer data potentially affected includes email addresses, Park 'N Fly passwords, and telephone numbers.

Although the security compromise has been contained, the investigation of all elements of our data network is ongoing. To date, we have not identified New Hampshire residents affected by this event. However, on January 13, 2015, PNF began notifying the public that the security of PNF's ecommerce website had been compromised. This notice was distributed by a press release and a statement posted on PNF's dedicated website [www.pnf.com/security-update](http://www.pnf.com/security-update). A copy of this statement is attached as *Exhibit B*. While PNF has reason to believe that the intruder stole some data from certain payment cards

that were used on PNF's ecommerce website, PNF has not determined which specific cardholder's payment card data may have been stolen by the intruder. Further, PNF does not have sufficient contact information for all customers who may potentially be affected by this incident. PNF notified potentially affected customers by providing notice of this incident to major statewide media on January 13, 2015 in substantially the same form as the statement attached here as *Exhibit C*. Potentially affected PNF customers have been provided access to identity monitoring and identity protection services for the next 12 months, at no charge to the customer. Additionally, PNF has established an informational Web page for customers (<http://www.pnf.com/security-update>), and are addressing questions and concerns from PNF customers through a confidential, toll-free hotline.

As soon as the third-party forensic experts finalize the nature and scope of this incident, PNF will supplement its public notice and send written notification of this incident to all affected individuals for whom have provided PNF with address information. Should PNF's investigation reveal that New Hampshire residents were affected by this incident, PNF's supplemental notice will be provided consistent with New Hampshire's data breach notification laws. PNF will continue to supplement its preliminary notice to your office with any new significant facts learned subsequent to this submission.

Should you have any questions regarding this update, please contact us at 215-977-4058.

Very truly yours,



Sian M. Schafle for  
LEWIS BRISBOIS BISGAARD & SMITH LLP

SMS:JEP

# ***EXHIBIT A***

**LEWIS  
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December 30, 2014

**VIA U.S. MAIL**

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

Re: **Preliminary Notice of Data Security Event**

Dear Attorney General Foster:

We represent Park 'N Fly ("PNF"), 3399 Peachtree Road NE, Atlanta, GA 30326, and are writing to notify you of a data security incident that may have compromised the security of personal information of New Hampshire residents. PNF's investigation into this event is ongoing, and this notice will be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, PNF does not waive any rights or defenses regarding the applicability of New Hampshire law or personal jurisdiction.

**Nature of the Data Security Event**

In September of 2014, PNF noticed an escalation in fraud-related claims from customers for whom had used credit cards to make reservations through the company's website, [www.pnf.com](http://www.pnf.com). PNF commenced an internal investigation to determine whether there were vulnerabilities in its systems that resulted in unauthorized access to customer information. To assist with its investigation, PNF engaged independent third-party forensics experts. The third-party forensics experts reported suspicious activity on PNF's web server. This server contained credit/debit card data. PNF has been working continuously to understand the nature and scope of the incident. This investigation is ongoing.

To date, the forensic investigators have not identified New Hampshire residents affected by this event. However, should PNF's investigation reveal that New Hampshire residents were affected by this incident, notice will be provided pursuant to New Hampshire's data breach notification laws.

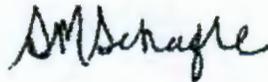
### Other Steps Taken and To be Taken

PNF takes this matter, and the security of the customer information in its care, seriously and is taking measures to restore the secure functionality of its systems. Upon noticing an escalation in fraud-related claims from its customers, PNF immediately took steps to identify potential vulnerabilities with its systems, remediate, and enhance the security of its systems. PNF also contacted the vendor that maintains its server requesting maintenance on the server and site. PNF continues to work closely with the third-party experts to identify the nature and scope of this incident and to remediate accordingly. While remediation occurs, PNF is not collecting credit/debit card data through its reservation website.

### Contact Information

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at 215-977-4067.

Very truly yours,



Sian M. Schafle for  
LEWIS BRISBOIS BISGAARD & SMITH LLP

SMS:JEP

# ***EXHIBIT B***

## **Park 'N Fly Notifies Customers of Data Security Compromise**

**ATLANTA – Jan. 13, 2015** – Park 'N Fly ("PNF") has become aware of a security compromise involving payment card data processed through its e-commerce website. PNF has been working continuously to understand the nature and scope of the incident, and has engaged third-party data forensics experts to assist with its investigation. The data compromise has been contained. While the investigation is ongoing, it has been determined that the security of some data from certain payment cards that were used to make reservations through PNF's e-commerce website is at risk. The data potentially at risk includes the card number, cardholder's name and billing address, card expiration date, and CVV code. Other loyalty customer data potentially at risk includes email addresses, Park 'N Fly passwords, and telephone numbers.

PNF is encouraging customers to take steps to protect their identity and financial information, and has established a toll-free call center to answer customer questions. As the investigation continues, and out of an abundance of caution, PNF also is offering identity monitoring and identity protection services to potentially affected customers, free of charge for the next 12 months. To learn more about these services and how to enroll, please visit <https://pnf.allclearid.com>.

PNF also suggests that customers remain vigilant and seek to protect against possible identity theft or other financial loss by reviewing account statements for any unusual activity, notifying their credit card companies of the potential data compromise, and monitoring their credit reports. Under U.S. law, individuals are entitled to one free credit report annually from each of the three major credit bureaus. To obtain a free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, (877) 322-8228.

At no charge, PNF customers can also have these credit bureaus place a "fraud alert" on their files that alerts creditors to take additional steps to verify their identity prior to granting credit in their names. Please note, however, that because it tells creditors to follow certain procedures to protect the individual's credit, it may also delay the ability to obtain credit while the agency verifies the individual's identity. As soon as one credit bureau confirms an individual's fraud alert, the others are notified to place fraud alerts on that individual's file. Any individual wishing to place a fraud alert, or who has questions regarding their credit report, can contact any one of the following agencies: Equifax, P.O. Box 105069, Atlanta, GA 30348-5069, 800-525-6285, [www.equifax.com](http://www.equifax.com); Experian, P.O. Box 2002, Allen, TX 75013, 888-397-3742, [www.experian.com](http://www.experian.com); or TransUnion, P.O. Box 2000, Chester, PA 19022-2000, 800-680-7289, [www.transunion.com](http://www.transunion.com). Information regarding security freezes may also be obtained from these sources.

The Federal Trade Commission (FTC) also encourages those who discover that their information has been misused to file a complaint with them. To file a complaint with the FTC, or to obtain additional information on identity theft and the steps that can be taken to avoid identity theft, the FTC can be reached at: 600 Pennsylvania Avenue NW, Washington, D.C. 20580, or at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) or (877) ID-THEFT (877-438-4338); TTY: (866) 653-4261. This notice has not been delayed because of law enforcement; however, instances of known or suspected identity

theft should be reported to law enforcement, the Attorney General in the individual's state of residence, and the FTC. State Attorneys General may also have advice on preventing identity theft. Individuals can also learn more about placing a fraud alert or security freeze on their credit files by contacting the FTC or their state's Attorney General. For North Carolina residents, the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001, (919) 716-6400, [www.ncdoj.gov](http://www.ncdoj.gov). For Maryland residents, the Attorney General can be contacted at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202, (888) 743-0023, [www.oag.state.md.us](http://www.oag.state.md.us).

To better assist our customers whose card data may potentially have been affected, PNF has established a confidential, toll-free hotline to answer questions. This hotline is available Monday through Saturday, 8:00 a.m. to 8:00 p.m. C.S.T. and can be reached at (855) 683-1165. Park 'N Fly will post updates on this website, as additional information becomes available.

Park 'N Fly regrets any inconvenience this security compromise may cause. PNF is committed to protecting its customers and their information, and will continue a comprehensive response to thoroughly investigate and respond to the incident and improve its data security. The company is also is working with law enforcement and credit card brands.

**Massachusetts residents please [click here](#)**

**For Massachusetts Residents:**

*The state of Massachusetts requires specific information be shared with residents who have experienced a breach of security or the unauthorized acquisition or use of personal information. Relevant information is included in the notice below.*

**Park 'N Fly Notifies Customers of Data Security Compromise**

ATLANTA – Jan. 13, 2015 – Park 'N Fly ("PNF") has become aware of a security compromise involving payment card data processed through its e-commerce website. PNF has been working continuously to understand the nature and scope of the incident, and has engaged third-party data forensics experts to assist with its investigation. The data compromise has been contained. Please visit <https://pnf.allclearid.com> to learn more about the identity protection services being provided for potentially affected customers.

Under Massachusetts law, individuals have the right to obtain any police report filed in regard to this incident. If an individual is the victim of identity theft, he/she also has the right to file a police report and obtain a copy of it.

To further protect against possible identity theft or other financial loss, PNF encourages its customers to remain vigilant, to review their account statements, and to monitor their credit reports. Specific steps consumers can take to protect against the possibility of identity theft include closely monitoring financial statements for any unusual activity and monitoring credit reports. Under U.S. law, individuals are entitled to one free credit report annually from each of the three major credit bureaus. To obtain a free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com), or call, toll-free, (877) 322-8228.

Under Massachusetts law, consumers may place a security freeze on their credit reports. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without the consumer's written authorization. However, please be advised that placing a security freeze on an individual's credit report may delay, interfere with, or prevent the timely approval of any requests he/she makes for new loans, credit mortgages, employment, housing, or other services.

If an individual has been a victim of identity theft, and provides the credit reporting agency with a valid police report, it cannot charge the individual to place, lift or remove a security freeze. In all other cases, a credit reporting agency may charge individuals up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze.

To place a security freeze on one's credit report, individuals must send a written request to each of the three major consumer reporting agencies: Equifax ([www.equifax.com](http://www.equifax.com)), Experian ([www.experian.com](http://www.experian.com)), and TransUnion ([www.transunion.com](http://www.transunion.com)) by regular, certified or overnight mail to the addresses below:

Equifax  
P.O. Box 105069

Experian  
P.O. Box 2002

TransUnion  
P.O. Box 2000

Atlanta, GA 30348  
800-525-6285  
[www.equifax.com](http://www.equifax.com)

Allen, TX 75013  
888-397-3742  
[www.experian.com](http://www.experian.com)

Chester, PA 19022-2000  
800-680-7289  
[www.transunion.com](http://www.transunion.com)

In order to request a security freeze, the individual will need to provide the following information:

1. Their full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If he/she has moved in the past five (5) years, provide the addresses where he/she has lived over the prior five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, military identification, etc.);
7. If an individual is a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft;
8. If an individual is not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.

The credit reporting agencies have three (3) business days after receiving a request to place a security freeze on a credit file report. The credit bureaus must also send written confirmation to an individual within five (5) business days and provide him/her with a unique personal identification number (PIN) or password, or both, that can be used by him/her to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to an individual's credit report, he/she must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and Social Security number) and the PIN number or password provided to the individual when he/she placed the security freeze, as well as the identities of those entities or individuals he/she would like to receive his/her credit report or the specific period of time he/she wants the credit report available. The credit reporting agencies have three (3) business days after receiving an individual's request to remove the security freeze.

To obtain additional information regarding identity theft and the steps one can take to avoid identity theft, an individual may contact the Federal Trade Commission. They can be reached at: Federal Trade Commission, 600 Pennsylvania Avenue NW, Washington, DC 20580, or at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft), 1-877-ID-THEFT (1-877-438-4338; TTY: 1-866-653-4261). The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. The Massachusetts Attorney General may also have advice on preventing identity theft.

To better assist our customers who may be affected, PNF has established a confidential, toll-free hotline to answer questions from affected customers. This hotline is available Monday through Saturday, 8:00 a.m. to 8:00 p.m. C.S.T. and can be reached at (855) 683-1165. PNF will post

updates on this data security event at [www.pnf.com/security-update](http://www.pnf.com/security-update), as additional information becomes available.

Park 'N Fly regrets any inconvenience this security compromise may cause. PNF is committed to protecting its customers and their information, and will continue a comprehensive response to thoroughly investigate and respond to the incident and improve its data security. The company is also working with law enforcement and credit card brands.

###

# ***EXHIBIT C***

## **Park 'N Fly Notifies Customers of Data Security Compromise**

**ATLANTA – Jan. 13, 2015** – Park 'N Fly ("PNF") has become aware of a security compromise involving payment card data processed through its e-commerce website. PNF has been working continuously to understand the nature and scope of the incident, and has engaged third-party data forensics experts to assist with its investigation. The data compromise has been contained. While the investigation is ongoing, it has been determined that the security of some data from certain payment cards that were used to make reservations through PNF's e-commerce website is at risk. The data potentially at risk includes the card number, cardholder's name and billing address, card expiration date, and CVV code. Other loyalty customer data potentially at risk includes email addresses, Park 'N Fly passwords, and telephone numbers.

PNF is encouraging customers to take steps to protect their identity and financial information, and has established a toll-free call center to answer customer questions. As the investigation continues, and out of an abundance of caution, PNF also is offering identity monitoring and identity protection services to potentially affected customers, free of charge for the next 12 months. PNF customers can visit [www.pnf.com/security-update](http://www.pnf.com/security-update) to learn more about this data security event and the support and services being provided.

PNF also suggests that customers remain vigilant and seek to protect against possible identity theft or other financial loss by reviewing account statements for any unusual activity, notifying their credit card companies of the potential data compromise, and monitoring their credit reports. Under U.S. law, individuals are entitled to one free credit report annually from each of the three major credit bureaus. To obtain a free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, (877) 322-8228.

At no charge, PNF customers can also have these credit bureaus place a "fraud alert" on their files that alerts creditors to take additional steps to verify their identity prior to granting credit in their names. Please note, however, that because it tells creditors to follow certain procedures to protect the individual's credit, it may also delay the ability to obtain credit while the agency verifies the individual's identity. As soon as one credit bureau confirms an individual's fraud alert, the others are notified to place fraud alerts on that individual's file. Any individual wishing to place a fraud alert, or who has questions regarding their credit report, can contact any one of the following agencies; Equifax, P.O. Box 105069, Atlanta, GA 30348-5069, 800-525-6285, [www.equifax.com](http://www.equifax.com); Experian, P.O. Box 2002, Allen, TX 75013, 888-397-3742, [www.experian.com](http://www.experian.com); or TransUnion, P.O. Box 2000, Chester, PA 19022-2000, 800-680-7289, [www.transunion.com](http://www.transunion.com). Information regarding security freezes may also be obtained from these sources.

The Federal Trade Commission (FTC) also encourages those who discover that their information has been misused to file a complaint with them. To file a complaint with the FTC, or to obtain additional information on identity theft and the steps that can be taken to avoid identity theft, the FTC can be reached at: 600 Pennsylvania Avenue NW, Washington, D.C. 20580, or at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) or (877) ID-THEFT (877-438-4338); TTY: (866) 653-4261. This notice has not been delayed because of law enforcement; however, instances of known or suspected identity

theft should be reported to law enforcement, the Attorney General in the individual's state of residence, and the FTC. State Attorneys General may also have advice on preventing identity theft. Individuals can also learn more about placing a fraud alert or security freeze on their credit files by contacting the FTC or their state's Attorney General. For North Carolina residents, the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001, (919) 716-6400, [www.ncdoj.gov](http://www.ncdoj.gov). For Maryland residents, the Attorney General can be contacted at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202, (888) 743-0023, [www.oag.state.md.us](http://www.oag.state.md.us).

To better assist our customers whose card data may potentially have been affected, PNF has established a confidential, toll-free hotline to answer questions. This hotline is available Monday through Saturday, 8:00 a.m. to 8:00 p.m. C.S.T. and can be reached at (855) 683-1165. Customers can also visit [www.pnf.com/security-update](http://www.pnf.com/security-update) for additional information and updates.

Park 'N Fly regrets any inconvenience this security compromise may cause. PNF is committed to protecting its customers and their information, and will continue a comprehensive response to thoroughly investigate and respond to the incident and improve its data security. The company is also working with law enforcement and credit card brands.

Media Contact:  
Mary Gallen  
(404) 364-8145  
[media@pnf.com](mailto:media@pnf.com)

###

# EXHIBIT B

## Park 'N Fly Updates Customers on Data Security Compromise

**ATLANTA – February 20, 2015** – On January 13, 2015, Park 'N Fly ("PNF") began notifying customers of a security compromise involving payment card data processed through its e-commerce website. PNF has been working continuously to understand the nature and scope of the incident, and has engaged third-party data forensics experts to assist with its investigation. The security compromise has been addressed, we have enhanced our system security and implemented a PayPal hosted payment solution, and our reservations website is now back online. As the investigation continued, PNF determined that the security of some data from certain payment cards that were used from November 27, 2013 through December 24, 2014 to make reservations through PNF's e-commerce website may be at risk. The data potentially at risk includes the card number, cardholder's name and billing address, card expiration date, and CVV code. Other customer data potentially at risk includes email addresses, PNF passwords, and telephone numbers.

PNF takes the security of customer personal information very seriously. PNF is encouraging customers to take steps to protect their identity and financial information, and has established a toll-free call center to answer customer questions. Out of an abundance of caution, PNF also is offering identity monitoring and identity protection services to potentially affected customers, free of charge for the next 12 months. To learn more about these services and how to enroll, please visit <https://pnf.allclearid.com>. PNF is in the process of mailing notice letters to affected customers for whom we have current mailing address information.

PNF also suggests that customers remain vigilant and seek to protect against possible identity theft or other financial loss by reviewing account statements for any unusual activity, notifying their credit card companies of the potential data compromise, and monitoring their credit reports. Under U.S. law, individuals are entitled to one free credit report annually from each of the three major credit bureaus. To obtain a free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, (877) 322-8228.

At no charge, PNF customers can also have these credit bureaus place a "fraud alert" on their files that alerts creditors to take additional steps to verify their identity prior to granting credit in their names. Please note, however, that because it tells creditors to follow certain procedures to protect the individual's credit, it may also delay the ability to obtain credit while the agency verifies the individual's identity. As soon as one credit bureau confirms an individual's fraud alert, the others are notified to place fraud alerts on that individual's file. Any individual wishing to place a fraud alert, or who has questions regarding their credit report, can contact any one of the following agencies: Equifax, P.O. Box 105069, Atlanta, GA 30348-5069, 800-525-6285, [www.equifax.com](http://www.equifax.com); Experian, P.O. Box 2002, Allen, TX 75013, 888-397-3742, [www.experian.com](http://www.experian.com); or TransUnion, P.O. Box 2000, Chester, PA 19022-2000, 800-680-7289, [www.transunion.com](http://www.transunion.com). Information regarding security freezes may also be obtained from these sources.

The Federal Trade Commission (FTC) also encourages those who discover that their information has been misused to file a complaint with them. To file a complaint with the FTC, or to obtain

additional information on identity theft and the steps that can be taken to avoid identity theft, the FTC can be reached at: 600 Pennsylvania Avenue NW, Washington, D.C. 20580, or at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) or (877) ID-THEFT (877-438-4338); TTY: (866) 653-4261. This notice has not been delayed because of law enforcement; however, instances of known or suspected identity theft should be reported to law enforcement, the Attorney General in the individual's state of residence, and the FTC. State Attorneys General may also have advice on preventing identity theft. Individuals can also learn more about placing a fraud alert or security freeze on their credit files by contacting the FTC or their state's Attorney General. For North Carolina residents, the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001, (919) 716-6400, [www.ncdoj.gov](http://www.ncdoj.gov). For Maryland residents, the Attorney General can be contacted at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202, (888) 743-0023, [www.oag.state.md.us](http://www.oag.state.md.us).

To better assist our customers whose card data may potentially have been affected, PNF has established a confidential, toll-free hotline to answer questions and provide support. This hotline is available Monday through Saturday, 8:00 a.m. to 8:00 p.m. C.S.T. and can be reached at (855) 683-1165. Customers can also visit this website for additional information and updates.

PNF regrets any inconvenience this security compromise may cause. We remain committed to protecting our customers and their information, and will continue a comprehensive response to thoroughly investigate and respond to the incident and improve its data security. We are also working with law enforcement and credit card brands.

**Massachusetts residents please click here.**

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# EXHIBIT C

## Park 'N Fly Updates Customers on Data Security Compromise

**ATLANTA – February 23, 2015** – On January 13, 2015, Park 'N Fly ("PNF") began notifying customers of a security compromise involving payment card data processed through its e-commerce website. PNF has been working continuously to understand the nature and scope of the incident, and has engaged third-party data forensics experts to assist with its investigation. The security compromise has been addressed, we have enhanced our system security and added a PayPal hosted payment solution to the website, and our reservations website is now back online. As the investigation continued, PNF determined that the security of some data from certain payment cards that were used from November 27, 2013 through December 24, 2014 to make reservations through PNF's e-commerce website may be at risk. The data potentially at risk includes the card number, cardholder's name and billing address, card expiration date, and CVV code. Other customer data potentially at risk includes email addresses, PNF passwords, and telephone numbers.

PNF takes the security of customer personal information very seriously. PNF is encouraging customers to take steps to protect their identity and financial information, and has established a toll-free call center to answer customer questions. Out of an abundance of caution, PNF also is offering identity monitoring and identity protection services to potentially affected customers, free of charge for the next 12 months. PNF customers can visit [www.pnf.com/security-update](http://www.pnf.com/security-update) to learn more about this data security event and the support and services being provided. PNF is also in the process of mailing notice letters to affected customers for whom we have current mailing address information.

PNF also suggests that customers remain vigilant and seek to protect against possible identity theft or other financial loss by reviewing account statements for any unusual activity, notifying their credit card companies of the potential data compromise, and monitoring their credit reports. Under U.S. law, individuals are entitled to one free credit report annually from each of the three major credit bureaus. To obtain a free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, (877) 322-8228.

At no charge, PNF customers can also have these credit bureaus place a "fraud alert" on their files that alerts creditors to take additional steps to verify their identity prior to granting credit in their names. Please note, however, that because it tells creditors to follow certain procedures to protect the individual's credit, it may also delay the ability to obtain credit while the agency verifies the individual's identity. As soon as one credit bureau confirms an individual's fraud alert, the others are notified to place fraud alerts on that individual's file. Any individual wishing to place a fraud alert, or who has questions regarding their credit report, can contact any one of the following agencies: Equifax, P.O. Box 105069, Atlanta, GA 30348-5069, 800-525-6285, [www.equifax.com](http://www.equifax.com); Experian, P.O. Box 2002, Allen, TX 75013, 888-397-3742, [www.experian.com](http://www.experian.com); or TransUnion, P.O. Box 2000, Chester, PA 19022-2000, 800-680-7289, [www.transunion.com](http://www.transunion.com). Information regarding security freezes may also be obtained from these sources.

The Federal Trade Commission (FTC) also encourages those who discover that their information has been misused to file a complaint with them. To file a complaint with the FTC, or to obtain additional information on identity theft and the steps that can be taken to avoid identity theft, the FTC can be reached at: 600 Pennsylvania Avenue NW, Washington, D.C. 20580, or at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) or (877) ID-THEFT (877-438-4338); TTY: (866) 653-4261. This notice has not been delayed because of law enforcement; however, instances of known or suspected identity theft should be reported to law enforcement, the Attorney General in the individual's state of residence, and the FTC. State Attorneys General may also have advice on preventing identity theft. Individuals can also learn more about placing a fraud alert or security freeze on their credit files by contacting the FTC or their state's Attorney General. For North Carolina residents, the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001, (919) 716-6400, [www.ncdoj.gov](http://www.ncdoj.gov). For Maryland residents, the Attorney General can be contacted at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202, (888) 743-0023, [www.oag.state.md.us](http://www.oag.state.md.us).

To better assist our customers whose card data may potentially have been affected, PNF has established a confidential, toll-free hotline to answer questions and provide support. This hotline is available Monday through Saturday, 8:00 a.m. to 8:00 p.m. C.S.T. and can be reached at (855) 683-1165. Customers can also visit [www.pnf.com/security-update](http://www.pnf.com/security-update) for additional information and updates.

Park 'N Fly regrets any inconvenience this security compromise may cause. PNF remains committed to protecting its customers and their information, and will continue a comprehensive response to thoroughly investigate and respond to the incident and improve its data security. The company is also working with law enforcement and credit card brands.

Media Contact:  
Mary Gallen  
(404) 364-8157  
[media@pnf.com](mailto:media@pnf.com)

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# EXHIBIT D



Processing Center • P.O. BOX 142589 • Austin, TX 78714



00002  
JOHN Q. SAMPLE  
1234 MAIN STREET  
ANYTOWN US 12345-6789

February 26, 2015

Re: Park 'N Fly Data Security Event

Dear John Sample,

Park 'N Fly ("PNF") is writing to notify you of a data security event that may involve some of your personal information. This letter contains information about the incident and our response, steps you can take to protect your information, and resources we are making available to help you.

PNF has become aware of a security compromise involving payment card data processed through our e-commerce website. Our team, including third-party forensics experts, has been working continuously to understand the nature and scope of the incident. The security compromise has been addressed; we have enhanced our system security and implemented a PayPal hosted payment solution on the website, and our reservations website is now back online. We continue to work with law enforcement and credit card brands. While our investigation was still ongoing, on January 13, 2015, we began notifying our customers of this incident. As the investigation continued, we determined that the security of some data from certain payment cards that were used from November 27, 2013 through December 24, 2014 to make reservations through our e-commerce site may be at risk. The data involved may include your name, card number, billing address, card expiration date, Client\_Defl

PNF takes the security of your personal information very seriously, and apologizes for any concern or inconvenience this matter may cause. We have secured and restored our reservation website and taken measures to strengthen our IT security. In addition, we have arranged to have AllClear ID protect your identity for 12 months at no cost to you. The following identity protection services start on the date of this notice and you can use them at any time during the next 12 months:

**AllClear SECURE:** The team at AllClear ID is ready and standing by if you need identity repair assistance. This service is automatically available to you with no enrollment required. If a problem arises, simply call (855) 683-1165 and a dedicated investigator will do the work to recover financial losses, restore your credit and make sure your identity is returned to its proper condition. AllClear ID maintains an A+ rating at the Better Business Bureau.

**AllClear PLUS:** This service offers additional layers of protection including identity theft monitoring that delivers secure, actionable alerts to you by phone and \$1,000,000.00 Identity Theft Insurance Coverage. To use the PLUS service, you will need to provide your personal information to AllClear ID. You may sign up online at [enroll.allclearid.com](http://enroll.allclearid.com) or by phone by calling (855) 683-1165 using the following redemption code Redemption Code.

Please note: Additional steps may be required by you in order to activate your phone alerts.



01-01-1-00

We encourage you to remain vigilant, to review your account statements regularly, and to monitor your credit reports for suspicious activity. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit bureaus. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

At no charge, you can have these credit bureaus place a "fraud alert" on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact any one of the agencies listed below. Information regarding security freezes is also available from these agencies.

Equifax  
P.O. Box 105069  
Atlanta, GA 30348  
800-525-6285  
[www.equifax.com](http://www.equifax.com)

Experian  
P.O. Box 2002  
Allen, TX 75013  
888-397-3742  
[www.experian.com](http://www.experian.com)

TransUnion  
P.O. Box 2000  
Chester, PA 19022-2000  
800-680-7289  
[www.transunion.com](http://www.transunion.com)

You can further educate yourself regarding identity theft, security freezes, and the steps you can take to protect yourself, by contacting the Federal Trade Commission or your state Attorney General. **For Maryland residents**, the Attorney General can be contacted at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202, (888) 743-0023, [www.oag.state.md.us](http://www.oag.state.md.us). **For North Carolina residents**, the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001, (919) 716-6400, [www.ncdoj.gov](http://www.ncdoj.gov). The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580, [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft), 1-877-ID-THEFT (877-438-4338); TTY: 866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. This notice has not been delayed because of law enforcement; however, instances of known or suspected identity theft should also be reported to law enforcement.

We have established a confidential, toll free hotline to assist you with questions regarding the incident, this letter or AllClear ID's identity monitoring and protection services. The hotline can be reached at (855) 683-1165, Monday through Saturday, 8:00 a.m. to 8:00 p.m. C.S.T. You may also visit <http://www.pnf.com/security-update/> for additional information.

We regret any inconvenience this incident may cause. We remain committed to the security of our customers' personal information and will continue to seek ways to improve our service.

Sincerely,

Park 'N Fly Service, LLC