

February 6, 2014

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Office of the Attorney General
NH Department of Justice
33 Capitol Street
Concord, NH 03301

Dear Attorney General Foster:

On behalf of White Lodging Services Corporation (“White Lodging”), we are writing to disclose a data security incident that occurred at certain properties operated by the company. White Lodging is a fully integrated hotel ownership, development and operations company headquartered in Merrillville, Indiana. White Lodging operates hotels as a franchisee of partner hotel brand companies under management agreements with the owner of the hotels.

Our forensic investigation of the incident is active and ongoing. At present, there has been widespread news coverage about this incident, and we wish to provide your office with information about the incident as we understand it today at this preliminary stage of the investigation.

On January 16, 2014, White Lodging learned of an incident involving credit and debit card data during the period March 20 – December 16, 2013 primarily at the point of sale systems of the food and beverage outlets at some of the hotels it operates.

When White Lodging learned about the incident, it promptly contacted the U.S. Secret Service and the FBI, as well as engaged a third party forensic services provider to conduct an investigation. The preliminary results of the investigation revealed malicious software and remnants of such software on the point of sale terminals used at food and beverage outlets at certain hotels. We understand that this software placed guests’ credit and debit card information, which may have included the names printed on customers’ credit or debit cards, credit or debit card numbers, the security code and card expiration dates, at risk of compromise. White Lodging notified the credit card companies who have already sent all affected credit/debit card numbers to their issuing banks so that they can take whatever steps they believe are necessary to protect the cardholder. White Lodging has also arranged to offer affected guests the option of receiving a year of free identity theft protection services, provided by AllClearID. This product provides consumers with protection against potential identity theft.

White Lodging verified its investigation into the incident to major media on January 31, 2014. On February 3, White Lodging released additional information to the public about the investigation, including the identities of the properties known to be affected. We have attached a copy of this press release, which is also publicly posted here: <http://whitelodging.com/news/pr-payment-card-update>. These properties consist of the food and beverage outlets at the following hotels:

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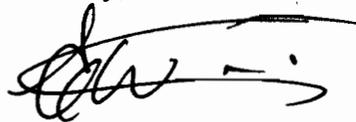
- Marriott Midway, Chicago, IL
- Holiday Inn Midway, Chicago, IL
- Holiday Inn Austin Northwest, Austin, TX
- Sheraton Erie Bayfront, Erie, PA
- Westin Austin at the Domain, Austin, TX
- Marriott Boulder, Boulder, CO
- Marriott Denver South, Denver, CO
- Marriott Austin South, Austin, TX
- Marriott Indianapolis Downtown, Indianapolis, IN
- Marriott Richmond Downtown, Richmond, VA
- Marriott Louisville Downtown, Louisville KY
- Renaissance Plantation, Plantation, FL
- Renaissance Broomfield Flatiron, Broomfield, CO

In addition, White Lodging also identified the Radisson Star Plaza in Merrillville, IN, because it understands that both the point of sale system at food and beverage outlets and the property management system that manages hotel guests' payment card information were affected.

At this time, we have not yet been able to verify whether individuals in your state have been affected, and it is unclear whether we will ever be able to verify. We will continue to provide relevant information to your office and the public as it becomes available. As a company headquartered in Indiana, we have been in communication with the Indiana Attorney General's office and have assured them of our commitment to communicate developments as we learn of them.

If you have any questions, please contact the undersigned, or Kelly DeMarchis at kademarchis@venable.com or 202.344.4722.

Sincerely,



Emilio W. Cividanes

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WHITE LODGING

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PRESS RELEASE

White Lodging releases additional information about data breach investigation

Merrillville, Ind. (February 3, 2014): Officials of White Lodging Services Corporation, an independent hotel management company, announce the suspected breach of point of sales systems from the period March 20 - December 16, 2013 at food and beverage outlets, such as restaurants and lounges, at 14 properties.

In addition, there was one property where the point of sale system and property management system used at the front desk were also suspected as affected.

White Lodging manages hotels under agreements with the hotel owners and is a distinct and separate entity from specific hotel brands. The food and beverage outlets affected by the suspected breach were located at the following hotels:

- Marriott Midway, Chicago, IL
- Holiday Inn Midway, Chicago, IL
- Holiday Inn Austin Northwest, Austin, TX
- Sheraton Erie Bayfront, Erie, PA
- Westin Austin at the Domain, Austin, TX
- Marriott Boulder, Boulder, CO
- Marriott Denver South, Denver, CO
- Marriott Austin South, Austin, TX
- Marriott Indianapolis Downtown, Indianapolis, IN
- Marriott Richmond Downtown, Richmond, VA
- Marriott Louisville Downtown, Louisville KY
- Renaissance Plantation, Plantation, FL
- Renaissance Broomfield Flatiron, Broomfield, CO
- Radisson Star Plaza, Merrillville, IN

Guests at the hotels who did not use their credit card at these outlets, and guests who purchased to their room account at these outlets, were not affected.

MORE

At the Radisson Star Plaza in Merrillville, IN, we suspect that the points of sale system at food and beverage outlets were affected as well as the property management system that manages hotel guests' credit card information.

Upon learning of the suspected data security breach, we immediately contacted appropriate federal law enforcement officials and initiated a third-party forensic review, including a review of all other properties managed by White Lodging. We continue to work with investigators and the credit card companies.

The unlawfully accessed data may have included names printed on customers' credit or debit cards, credit or debit card numbers, the security code and card expiration dates. Guests who used or visited the affected businesses during the nine month-period and who used a credit or debit card to pay their bills at the outlets might have had such information compromised and are encouraged to review their statements from that time period.

We will be releasing additional information about this incident in the near future and will post it on our website (www.whitelodging.com). In addition, we are currently arranging to offer one year of complimentary personal identity protection services to all affected cardholders.

While the financial institutions that have issued the credit or debit cards that are suspected of being affected by this incident are already aware of this situation and are increasing their fraud monitoring or have reissued the card, customers who suspect unauthorized activity should report it to the issuer of the credit or debit card. The policies of the payment card brands such as Visa, MasterCard, American Express and Discover provide that you have zero liability for any unauthorized charges if you report them in a timely manner.

Guests should also consider placing a fraud alert on their credit files. An initial fraud alert, which lasts for 90 days, requires potential creditors to use reasonable policies and procedures to verify a customer's identity before issuing credit in the customer. To place an alert, calls can be made to anyone of the following three credit reporting agencies: Experian (888) 397-3742; Equifax (800) 525-6285; or TransUnion (800) 680-7289. A fraud alert request call to any of the three agencies will result in all three agencies implementing the alert. Customers then will receive letters from all three agencies, confirming that the alert is in place and letting customers know how to obtain a free copy of your credit report. Interested parties also can order a free copy of the customer's credit report by calling (877) 322-8228 or by visiting <http://www.annualcreditreport.com>.

We deeply regret and apologize for any inconvenience caused by this incident and remain committed to protecting all information entrusted to us by our guests.

White Lodging Services Corporation - was established in 1985 and is headquartered in Merrillville, Ind. White Lodging is a fully integrated hotel ownership, development and operations company – a recognized leader that has defined and cultivated the ability to achieve consistent, sustainable growth among mid-to large-scale hotels across the country. Its current portfolio consists of more than 169 hotels in 21 states and encompasses representation of the following leading brands: Preferred Hotel Group, Marriott International, Inc., Hilton Worldwide, Hyatt Global, Starwood Hotels and Resorts, InterContinental Hotel Group and Carlson Rezidor Hotel Group.

For more information about White Lodging, please visit www.whitelodging.com.