

# **SAMPLE WEBSITE NOTIFICATION**

## **NOTICE OF DATA BREACH**

**July 19, 2016**

Cicis values its customers and respects the privacy of your information. As a precautionary measure, we want to inform you that your personal information may have been compromised as a result of a data breach that impacted certain of Cicis restaurant locations. Cicis regrets any inconvenience this may have caused.

### **WHAT HAPPENED**

While this matter is still under investigation, we wish to report what we currently know. In early March of 2016, we received notice from several of our restaurant locations that their Point of Sale (POS) systems were not working properly. Our POS Vendor began an investigation to assess the problem and initiated heightened security measures. When the POS Vendor found malware on the POS software at some Cicis restaurants, we immediately began a restaurant by restaurant data security review and remediation. We also retained a third party cyber security firm to perform a forensic analysis to determine what, if any, information might have been compromised and to verify that all threats have been eliminated. The forensic firm reported its findings on July 19, 2016 confirming that a malicious software program had been introduced by a hacker to the POS system used by some Cicis restaurant locations. The threat of that malware to our restaurants has been eliminated.

### **WHAT INFORMATION WAS INVOLVED**

The report revealed that payment card information may have been compromised from payment cards used at some Cicis restaurants. The vast majority of intrusions began in March of 2016 and the threats were eliminated on a store by store basis through July of 2016. A smaller percentage of affected restaurants had intrusions dating back to 2015. While we believe most of the breaches were remedied within a few weeks of the intrusion, out of an abundance of caution we are not declaring some restaurants as threat-free until they were reviewed by our forensic analyst this month. The following link contains a list of all affected restaurant locations and the dates of potential vulnerability. [Link to list of impacted locations](#). Not all payment cards used at the affected restaurant locations were compromised; however, some information from some payment cards used in such locations may have been accessed by the malware. No other customer information was compromised.

### **WHAT WE ARE DOING**

As part of our response to this incident, we have notified law enforcement and the state agencies as required by the laws of the jurisdictions in which our restaurants are located, and we will continue to assist with their investigation. The payment card networks have also been informed so that they can coordinate with card issuing banks to monitor for fraudulent activity on cards

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used during the timeframe in which cards may have been compromised. Cicis continues to monitor and upgrade our systems to keep your information as secure as possible.

### WHAT YOU CAN DO

If you used a payment card during the timeframe listed above at an affected restaurant, you should pay particular attention to your payment card statements for unauthorized activity. Any unauthorized activity should be immediately reported to your card issuer because card payment rules generally provide that cardholders are not responsible for fraudulent transactions that are promptly reported.

### STEPS YOU CAN TAKE TO FURTHER PROTECT YOUR INFORMATION

#### CARD STATEMENT AND CREDIT REPORT MONITORING

We recommend that you protect against payment card fraud and identity theft by carefully monitoring your card statements and by reviewing free credit reports for any unauthorized activity. You may 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](http://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 (800) 685-1111 <a href="http://www.equifax.com">www.equifax.com</a> P.O. Box 740241 Atlanta, GA 30374	Experian (888) 397-3742 <a href="http://www.experian.com">www.experian.com</a> 535 Anton Blvd., Suite 100 Costa Mesa, CA 92626	TransUnion (800) 916-8800 <a href="http://www.transunion.com">www.transunion.com</a> P.O. Box 6790 Fullerton, CA 92834
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If you find evidence that your payment card data has been misused or that your identity has been stolen, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:  
Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW  
Washington, DC 20580, [1-877-IDTHEFT \(438-4338\)](tel:1-877-IDTHEFT), [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft). Complaints filed with the FTC will be added to the FTC's Identity Theft Data Clearinghouse, which is a database made available to law enforcement agencies.

### FRAUD ALERT

You may also want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible

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fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>. If you place a fraud alert with any of the three credit reporting agencies, that agency will inform the other two. There are two types of fraud alerts: an Initial Security Alert, which lasts 90 days, and an Extended Fraud Victim Alert, which lasts up to seven years. You should work with the credit reporting agency to select the alert most appropriate for you. If you select an extended alert, you will have to provide an identity theft report. An identity theft report includes a copy of a report you have filed with a federal, state, or local law enforcement agency, and additional information a consumer reporting agency may require you to submit. For more detailed information about the identity theft report, visit [www.ftc.gov/idtheft/](http://www.ftc.gov/idtheft/).

### SECURITY FREEZE

In some US states, you have the right to put a security freeze on your credit file. The freeze will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. Additionally, if you request a security freeze from a consumer reporting agency there may be a fee up to \$5 to place, lift or remove the security freeze. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

### OBTAIN ADDITIONAL INFORMATION

You may wish to review the tips provided by the Federal Trade Commission on how to avoid identity theft. For more information, please visit <http://www.ftc.gov/idtheft> or call 1-877-ID-THEFT (877-438-4338). A copy of Taking Charge: What to Do if Your Identity is Stolen, a comprehensive guide from the FTC to help you guard against and deal with identity theft, can be found on the FTC's website at <http://www.ftc.gov/bcp/edu/pubs/consumer/idtheft/idth04.shtm>.

**If you are a NORTH CAROLINA resident:** You may also wish to review information provided by the North Carolina Attorney General's Office on how to avoid identity theft. Their website address is [www.ncdoj.gov](http://www.ncdoj.gov). Their toll-free number is 1-877-566-7226. Their mailing address is North Carolina Attorney General's Office, 9001 Mail Service Center, Raleigh, NC 27699-9001.

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**If you are a MARYLAND resident**, you may contact the Maryland Attorney General's Office at 200 St. Paul Place, Baltimore, MD 21202, [www.oag.state.md.us](http://www.oag.state.md.us), 1-888-743-0023.

If you are a resident of North Carolina, you may contact the North Carolina Attorney General's Office at 9001 Mail Service Center, Raleigh, NC 27699, [www.ncdoj.gov](http://www.ncdoj.gov), 1-919-716-6400.

**If you are a WEST VIRGINIA resident**, you also have the right to ask that nationwide consumer reporting agencies place "fraud alerts" in your file to let potential creditors and others know that you may be a victim of identity theft. A fraud alert can make it more difficult for someone to get credit in your name because it tells creditors to follow certain procedures to protect you. It also may delay your ability to obtain credit. You may place a fraud alert in your file by calling one of the three nationwide consumer reporting agencies. Contact information for each of the three credit reporting agencies is listed above.

### **FOR MORE INFORMATION.**

We understand that you may have questions about this incident that are not addressed in this notification. If you have additional questions, please call our dedicated assistance line at **(877) 220-1388**, Monday through Friday, 9 a.m. to 7 p.m. EST (Closed on U.S. observed holidays) and provide reference number **8771062016** when calling.

**Cicis**  
List of Impacted Restaurants

**ALABAMA RESTAURANTS**

Address 1	Address 2	City	State	Zip	Breach Date	Date Contained
1550 Opelika Rd	Suite #30	Auburn	AL	36830	02/02/16	07/05/16
981 Ann St		Montgomery	AL	36107	02/10/16	07/05/16
2782 Legends Pkwy		Prattville	AL	36066	03/05/16	07/05/16

**ARKANSAS RESTAURANTS**

Address 1	Address 2	City	State	Zip	Breach Date	Date Contained
637 E Joyce Blvd	Ste 101	Fayetteville	AR	72703	03/29/16	05/26/16
8323 Rogers Ave		Fort Smith	AR	72903	03/07/16	07/08/16
2116 S Caraway Rd		Jonesboro	AR	72401	03/14/16	07/01/16

**FLORIDA RESTAURANTS**

Address 1	Address 2	City	State	Zip	Breach Date	Date Contained
12777 Atlantic Blvd	Ste 31	Jacksonville	FL	32225	07/01/15	03/28/16
900-10 Dunn Ave		Jacksonville	FL	32218	09/04/15	07/05/16
4495 Roosevelt Blvd	Ste 106	Jacksonville	FL	32210	06/30/15	07/05/16
2329 W Us Highway 90	Ste 5	Lake City	FL	32055	03/08/16	07/14/16
410 Blanding Blvd	Ste 5	Orange Park	FL	32073	09/04/15	07/05/16

**GEORGIA RESTAURANTS**

Address 1	Address 2	City	State	Zip	Breach Date	Date Contained
1717 Norman Dr		Valdosta	GA	31601	03/07/16	07/06/16

**KENTUCKY RESTAURANTS**

Address 1	Address 2	City	State	Zip	Breach Date	Date Contained
4989 Houston Rd		Florence	KY	41042	03/23/16	07/11/16

**LOUISIANA RESTAURANTS**

Address 1	Address 2	City	State	Zip	Breach Date	Date Contained
1420 Macarthur Dr		Alexandria	LA	71301	03/21/16	07/13/16
7060 Siegen Ln		Baton Rouge	LA	70809	02/15/16	06/01/16
1905 W Thomas St	Ste A	Hammond	LA	70401	04/01/16	06/01/16
3501 Chateau Blvd	Ste 103	Kenner	LA	70065	03/23/16	06/01/16
6311 Airline Park Shopping Center		Metairie	LA	70003	03/31/16	06/01/16

**MARYLAND RESTAURANTS**

Address 1	Address 2	City	State	Zip	Breach Date	Date Contained
12101 Winchester Rd	Unit 31	Cumberland	MD	21502	03/05/16	07/05/16
26 Mountain Rd		Glen Burnie	MD	21060	03/04/16	07/05/16
12111 Rockville Pike		Rockville	MD	20852	03/11/16	07/05/16

**MISSOURI RESTAURANTS**

Address 1	Address 2	City	State	Zip	Breach Date	Date Contained
3460 W. Hwy 76		Branson	MO	65616	03/07/16	07/13/16
319 E Battlefield St	Ste D	Springfield	MO	65807	03/07/16	06/23/16

**MISSISSIPPI RESTAURANTS**

Address 1	Address 2	City	State	Zip	Breach Date	Date Contained
1055 Goodman Rd E	Ste A	Southaven	MS	38671	11/05/15	07/12/16

**NORTH CAROLINA RESTAURANTS**

Address 1	Address 2	City	State	Zip	Breach Date	Date Contained
636 NC 24 27 BYP E	Ste 14	ALBEMARLE	NC	28001	03/14/16	07/01/16
10900 University City Blvd	Ste 13-15	Charlotte	NC	28213	03/07/16	06/07/16
10823 John Price Rd.		Charlotte	NC	28273	03/05/16	07/05/16
229 Westwood Shopping Ctr		Fayetteville	NC	28314	08/24/15	07/12/16
7760 Good Middling Dr		Fayetteville	NC	28304	08/28/15	07/14/16

425-D Greenville Blvd S.E.		Greenville	NC	27858	08/21/15	07/13/16
3221 Fayetteville Rd		Lumberton	NC	28358	03/09/16	07/14/16
1804 Windsor Square Dr	Ste. U-V	Matthews	NC	28105	08/21/15	07/05/16
1951 Dickerson Blvd		Monroe	NC	28110	08/20/15	07/05/16
168-Z Norman Station Blvd		Mooresville	NC	28117	03/04/16	07/05/16
161 Industrial Park Dr		Smithfield	NC	27577	07/22/15	07/14/16
237 Skyland Plz	Ste 100	Spring Lake	NC	28390	08/20/15	07/14/16
341 S. College Rd (Nc Hwy 132)	Suite 8A	Wilmington	NC	28403	03/07/16	07/14/16

#### OHIO RESTAURANTS

Address 1	Address 2	City	State	Zip	Breach Date	Date Contained
7631 Old Troy Pike		Dayton	OH	45424	03/14/16	07/14/16
5478 Dixie Hwy		Fairfield	OH	45014	09/17/15	07/11/16
2156 Walker Lake Rd		Mansfield	OH	44903	09/15/15	03/25/16

#### OKLAHOMA RESTAURANTS

Address 1	Address 2	City	State	Zip	Breach Date	Date Contained
1520 E 2Nd St		Edmond	OK	73034	02/24/16	04/08/16

#### SOUTH CAROLINA RESTAURANTS

Address 1	Address 2	City	State	Zip	Breach Date	Date Contained
6020 Calhoun Memorial Hwy		Easley	SC	29640	04/11/16	07/11/16
3550 Northgate Dr		Myrtle Beach	SC	29588	03/07/16	07/14/16
1807 Cherry Rd	#163-165	Rock Hill	SC	29732	03/11/16	07/05/16

#### TENNESSEE RESTAURANTS

Address 1	Address 2	City	State	Zip	Breach Date	Date Contained
6600 Stage Rd	Ste 123	Bartlett	TN	38134	03/28/16	07/12/16
1425 N Germantown Pkwy	Ste 1	Cordova	TN	38016	11/04/15	07/12/16
3474 Plaza Ave		Memphis	TN	38111	11/05/15	07/12/16

**TEXAS RESTAURANTS**

Address 1	Address 2	City	State	Zip	Breach Date	Date Contained
3366 Turner Plz		Abilene	TX	79606	03/07/16	05/24/16
204 N Greenville Ave	Ste 120	Allen	TX	75002	03/01/16	07/05/16
826 N Collins St		Arlington	TX	76011	07/09/15	10/12/15
3415 S Cooper St	Ste 110	Arlington	TX	76015	03/07/16	07/12/16
4400 Little Rd		Arlington	TX	76016	03/01/16	07/05/16
2356 Se Green Oaks Blvd	Ste 200	Arlington	TX	76018	07/09/15	10/12/15
14005 N Highway 183	Ste 600	Austin	TX	78717	03/01/16	07/05/16
2101 Harwood Rd	Ste 115	Bedford	TX	76021	03/07/16	07/13/16
901 N Loop 340	Ste 4	Bellmead	TX	76705	03/04/16	07/05/16
4365 N. Expwy 77	Ste 500	Brownsville	TX	78520	03/23/16	07/13/16
1107 Clements		Brownwood	TX	76801	03/14/16	07/11/16
105 Ne Wilshire Blvd		Burleson	TX	76028	03/01/16	07/05/16
140 W Fm 1382	Ste 140	Cedar Hill	TX	75104	03/18/16	07/10/16
4101 Ih 69 Access Road	Ste N4-N7	Corpus Christi	TX	78410	03/11/16	07/13/16
3731 W. Hwy 31		Corsicana	TX	75110	04/20/16	07/01/16
14045 Fm 2100 Rd	Suite 290	Crosby	TX	77532	03/14/16	06/08/16
8694-A Skillman		Dallas	TX	75243	03/08/16	07/12/16
7879 Spring Valley Rd	Ste 139	Dallas	TX	75254	03/07/16	07/13/16
18251 Midway Rd	Suite 120	Dallas	TX	75287	03/01/16	07/05/16
6300 Samuelll Blvd	Ste 101	Dallas	TX	75228	03/23/16	07/13/16
2441 Gus Thomasson Rd		Dallas	TX	75228	03/10/16	07/14/16
4398 Dallas Fort Worth Tpke	Ste 102	Dallas	TX	75211	03/11/16	07/14/16
6186 RETAIL RD	Suite 100	DALLAS	TX	75231	03/14/16	07/14/16
3420 W Illinois Ave	Ste 500	Dallas	TX	75211	03/14/16	07/13/16
2219 S Loop 288	#105	Denton	TX	76205	06/06/16	10/12/15
7500 N Mesa St	Ste 222	El Paso	TX	79912	03/07/16	07/13/16
3401 Altamesa Blvd	Ste 166	Fort Worth	TX	76133	03/01/16	07/05/16

9324 Clifford St	Ste 130	Fort Worth	TX	76108	07/09/15	10/12/15
6619 Forest Hill Dr	Ste 70	Fort Worth	TX	76140	03/01/16	07/05/16
6342-A Lake Worth Blvd		Fort Worth	TX	76135	07/09/15	10/12/15
6550 Camp Bowie Blvd	Ste 107	Fort Worth	TX	76116	07/09/15	10/12/15
950 N Beach St		Fort Worth	TX	76111	07/09/15	10/12/15
1453 N Saginaw Blvd	Ste 147	Fort Worth	TX	76179	07/09/15	10/12/15
1408 Eastchase Pkwy	Suite 102	Fort Worth	TX	76120	03/21/16	07/14/16
5701 N. Tarrant Parkway	Suite 117	Fort Worth	TX	76244	03/05/16	07/05/16
5503 S. Hulen Street		Fort Worth	TX	76132	03/05/16	07/05/16
5580 Preston Rd	Ste B104	Frisco	TX	75034	03/05/16	07/05/16
15962 Eldorado Pkwy	Suite 400	Frisco	TX	75035	03/05/16	07/05/16
920 E Highway 82		Gainesville	TX	76240	03/07/16	10/12/15
6105 Stewart Rd		Galveston	TX	77551	03/14/16	06/08/16
4750 N Jupiter Rd	Ste 124	Garland	TX	75044	03/12/16	07/05/16
1037 NORTHWEST HWY		GARLAND	TX	75041	03/09/16	07/13/16
2936 Lavon Dr	Ste 300	Garland	TX	75040	03/13/16	07/13/16
4441 BASS PRO DR	Ste 100	GARLAND	TX	75043	03/22/16	07/14/16
1103 Rivery Blvd	Ste 270	Georgetown	TX	78628	03/05/16	07/05/16
726 W. Pioneer Pkwy		Grand Prairie	TX	75051	03/31/16	07/05/16
1018 W Main St		Gun Barrel City	TX	75156	03/07/16	06/22/16
2025 W Lincoln St		Harlingen	TX	78552	03/11/16	07/13/16
4400 North Fwy	Ste 300-A	Houston	TX	77022	03/14/16	06/08/16
750 Gulfgate Center Mall		Houston	TX	77087	03/26/16	06/08/16
8366 Westheimer Rd		Houston	TX	77063	03/14/16	06/08/16
11803 Wilcrest Dr		Houston	TX	77031	03/11/16	06/08/16
7140 Fm 1960 Rd E		Humble	TX	77346	03/14/16	06/08/16
19705 Highway 59 N		Humble	TX	77338	05/02/16	06/08/16
3435 N Belt Line Rd	Suite 114	Irving	TX	75062	03/11/16	07/12/16
2301 N O Connor Rd	Ste C	Irving	TX	75062	03/05/16	07/05/16
832 S Fort Hood St		Killeen	TX	76541	03/01/16	07/05/16

1287 W Church St		Livingston	TX	77351	03/18/16	06/08/16
900 N. Walnut Creek Drive	PMB287, Suite 10	Mansfield	TX	76063	03/18/16	07/05/16
601 Trenton Road	Suite E	Mcallen	TX	78504	03/23/16	07/13/16
320 N Central Expy		Mckinney	TX	75070	03/07/16	07/13/16
1220 Town East Mall	Ste 246	Mesquite	TX	75150	03/01/16	07/05/16
2521 E. Expressway 83		Mission	TX	78572	03/07/16	07/13/16
121 Ih-35	Ste 22A	New Braunfels	TX	78130	03/18/16	07/08/16
5300 Rufe Snow Dr		North Richland Hills	TX	76180	03/12/16	07/05/16
3421 Spencer Hwy	Ste A	Pasadena	TX	77504	03/07/16	07/08/16
1635 Broadway St	Ste 101	Pearland	TX	77581	03/14/16	06/08/16
832 W Spring Creek Pkwy	Ste 500	Plano	TX	75023	03/05/16	07/05/16
2220 Coit Rd	Suite 300	Plano	TX	75075	03/01/16	07/01/16
104 N Murphy Rd	Unit 216	Plano	TX	75094	03/05/16	07/05/16
635 W Campbell Rd	Ste 300	Richardson	TX	75080	03/07/16	07/12/16
479 E. IH 30		Rockwall	TX	75087	03/22/16	07/14/16
1601 S I H 35	Ste 350	Round Rock	TX	78664	03/07/16	07/19/16
3520 LAKEVIEW PKWY		ROWLETT	TX	75088	03/12/16	07/14/16
4415 Sunset Dr		San Angelo	TX	76901	03/07/16	05/24/16
7084 Bandera Rd		San Antonio	TX	78238	03/07/16	05/24/16
6511 W Loop 1604 N	Suite 107	San Antonio	TX	78254	03/07/16	05/24/16
12822 Ih 10 West	Bldg 2 Ste 201	San Antonio	TX	78249	03/11/16	05/24/16
2335 Sw Military Dr		San Antonio	TX	78224	03/09/16	05/24/16
1900 N Grand Ave	Ste 106	Sherman	TX	75090	03/17/16	06/25/16
2900 W Washington St	Ste 135	Stephenville	TX	76401	03/16/16	07/06/16
3805 Main St	Ste 108	The Colony	TX	75056	03/05/16	07/05/16
1609 N Valley Mills Dr		Waco	TX	76710	03/01/16	07/05/16
325 Adams Dr	Suite #355	Weatherford	TX	76086	03/24/16	06/28/16
1901 W Expressway 83	Suite 700	Weslaco	TX	78596	03/18/16	07/13/16
2710 Southwest Pkwy		Wichita Falls	TX	76308	03/14/16	10/12/15
2014 N Highway 78	Ste 100	Wylie	TX	75098	03/11/16	07/05/16

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Address 1	Address 2	City	State	Zip	Breach Date	Date Contained
14392 Chantilly Crossing Ln		Chantilly	VA	20151	03/17/16	07/05/16
3520 S Jefferson St		Falls Church	VA	22041	03/05/16	07/05/16

**WISCONSIN RESTAURANTS**

Address 1	Address 2	City	State	Zip	Breach Date	Date Contained
17115 W. Bluemound Road	Suite C	Brookfield	WI	53005	03/07/16	07/11/16
2905-2929 S 108Th St		Milwaukee	WI	53227	04/01/16	07/06/16