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 Portland, OR 87228-6336

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RE: Notice of Data Breach

Dear Valued Guest:

We are writing to you because of an incident involving unauthorized access to information associated with your hotel reservation. Please review this information carefully.

What Happened?

Sabre Hospitality Solutions processes reservations for 21c Museum Hotels through Sabre’s SynXis Central Reservations system. Sabre notified us on June 8, 2017, that an unauthorized party gained access to their system and guest information for certain reservations. Sabre is a leading technology provider in the travel industry, with more than 36,000 properties using its Sabre’s SynXis central reservations system.

What Information Was Involved?

The unauthorized party was able to access payment card information for your hotel reservation(s) within Sabre’s SynXis Central Reservations system including cardholder name; card number; card expiration date; and, potentially, your card security code, if this was provided in connection with your reservation. The unauthorized party was also able, in some cases, to access certain information such as guest name, email, phone number, address, and other reservation related information. Information such as social security, passport, or driver’s license number was not accessed. Sabre has assured us that the unauthorized access has been stopped and is no longer possible.

What We are Doing?

Sabre’s investigation determined that unauthorized access of their system first occurred August 10, 2016 and ended on March 9, 2017. Sabre has notified law enforcement and the payment card brands affected about this incident. We have contacted Sabre regarding this incident and in response Sabre has assured us that their level of investment in state of the art security technology and highly qualified personnel provides a layered security approach to enhance security to detect and prevent unauthorized access of their systems.

What You Can Do.

It is possible that your payment card company has already notified you of a potential security risk and replaced your card. If not, we recommend that you confirm the payment card used for your reservation and immediately contact the card issuer if you discover any suspicious or unusual activity on your account statements. Attached is important information regarding fraud and identify theft.

For More Information.

We sincerely regret that your information was involved in Sabre Hospitality Solutions’ data breach. We have established a toll-free number for you to call Monday through Friday, 24 hours a day, if you have questions. The toll-free number is 800-461-3025, and the local number is 503-520-4476.

Sincerely,

Chett Abramson
 Chief Operating Officer

ADDITIONAL IMPORTANT INFORMATION

Monitoring: You should always remain vigilant and monitor your credit report and accounts for suspicious or unusual activity. More information about identify theft can also be obtained from the Federal Trade Commission at ftc.gov.

Fraud Alerts: You can place fraud alerts with the three credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three credit bureaus is below.

Credit Report: You are entitled to one free copy of your credit report every 12 months from each of the three nationwide credit reporting agencies. You may obtain a free copy of your credit report by going to AnnualCreditReport.com. You may also contact any of the three major credit reporting agencies listed below to request a copy of your credit report.

Security Freeze: You have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing, or other services. Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and, (5) any applicable incident report or complaint with a law enforcement agency. The request must also include a copy of a government-issued identification card. The consumer reporting agency may charge a fee to place, lift, or remove a freeze. You may obtain a security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
equifax.com
800-525-6285

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
experian.com
888-397-3742

TransUnion
P.O. Box 2000
Chester, PA 19022
transunion.com
800-680-7289

For residents of Iowa, Maryland, North Carolina, Oregon, and Rhode Island:

You may contact law enforcement, your Attorney General, or the FTC to report any suspected identity theft. You can obtain information from the below Offices of the Attorneys General or the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft:

Maryland Office of the
Attorney General
Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
888-743-0023
marylandattorneygeneral.gov

North Carolina Office of the
Attorney General
Consumer Protection Division
9001 Mail Service Center
Raleigh, NC 27699-9001
877-566-7226
ncdoj.com

Federal Trade Commission Consumer
Response Center
600 Pennsylvania Ave,
NW Washington, DC 20580
877-438-4338
ftc.gov

Oregon Department of Justice
1162 Court Street NE
Salem, OR 97301-4096
(503) 378-4400
doj.state.or.us

Rhode Island Office of the
Attorney General
150 South Main Street
Providence, RI 02903
(401) 274-4400
riag.ri.gov

For residents of Rhode Island:

You have the right to file and obtain a police report if you are a victim of identity theft.

For residents of New Mexico:

You have rights under the federal Fair Credit Reporting Act (FCRA). These include, among others, the right to know what is in your file; to dispute incomplete or inaccurate information; and to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, please visit ftc.gov. In addition, you have the right to obtain a Security Freeze or Submit a Declaration of Removal.