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July 12, 2017

**Via E-Mail (SecurityBreach@atg.wa.gov)**

**Office of the Attorney General  
1125 Washington Street SE  
PO Box 40100  
Olympia, WA 98504-0100**

**Re: Legal Notice of Information Security Incident**

Dear Sirs or Madams:

I write on behalf of my client, Club Quarters Hotels (“Club Quarters”), to inform you of a security incident at Sabre Corporation (“Sabre”) – a leading global provider of travel booking services that provides reservation services to Club Quarters. Based on the information that Club Quarters received from Sabre, it understands that the incident has affected numerous hotels that rely on Sabre for reservations, including Club Quarters.

The information that Club Quarters has received from Sabre to date identifies 113 Washington residents who were Club Quarters guests whose information was affected by the incident. The affected individuals will be notified of the incident on or about July 12, 2017. A form copy of the notice that Club Quarters is sending to the affected Washington residents is included for your reference. Please note that the affected individuals may be notified of the incident by Club Quarters or by the individuals’ employers who are members of Club Quarters (this membership allows their employees to stay at Club Quarters’ hotels).

Here are further details regarding the incident:

Sabre notified Club Quarters of the incident on June 6, 2017. Sabre informed Club Quarters that an unauthorized intruder was able to gain access to Sabre’s systems and view certain reservation information during the time period between August 10, 2016, and March 9, 2017, when the unauthorized access terminated. The information that was accessed varies by reservation. In many cases, the information is partial or limited. At most, some records contain

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the following personal information: name, email address, phone number, mailing address, and payment card information.

Please note that this incident did not affect Social Security Numbers, or passport or driver's license numbers, because Sabre's system did not contain this information.

Upon learning of the incident, Club Quarters promptly engaged with Sabre to understand the scope of the incident and Sabre's investigation, which was supported by the forensic firm Mandiant. Sabre confirmed that the incident was limited to Sabre's systems. Club Quarters understands that Sabre took steps to enhance the safeguards protecting access credentials and to increase the monitoring of system activity to further detect and prevent unauthorized access to Sabre's reservation system.

Sabre has advised Club Quarters that it notified law enforcement and payment card brands of the incident.

If you have any questions or need further information regarding this incident, please contact me at (212) 318-3105 or [boris.segalis@nortonrosefulbright.com](mailto:boris.segalis@nortonrosefulbright.com).

Very truly yours,



Boris Segalis  
Partner

BS



[DATE]

[NAME]

[ADDRESS LINE 1]

[ADDRESS LINE 2]

Dear [FIRST NAME]:

### **Notice of Data Breach**

Club Quarters Hotels recently became aware of a security incident at Sabre Corporation (“Sabre”) – a leading global provider of travel booking services that provides reservation services to many hotel companies worldwide, including Club Quarters Hotels. Based on the information we received from Sabre, we understand that the incident has affected numerous hotels that rely on Sabre for reservations, including some of our reservations. We are providing this notice as a precaution to inform potentially affected individuals of the incident, and to call your attention to some steps you can take to help protect yourself. We sincerely regret any concern this incident may cause you.

#### **What Happened?**

We were notified in June by Sabre that an unauthorized intruder was able to gain access to Sabre’s systems and view certain reservation information during the time period between August 10, 2016, and March 9, 2017, when the unauthorized access terminated.

#### **What Information Was Involved?**

The information that was accessed varies by reservation. In many cases, the information is partial or limited. At most, some records contain the following personal information: names, email addresses, phone numbers, mailing addresses, and payment card information. Sabre’s investigation did not uncover forensic evidence that the unauthorized party removed any information from the system, but it is a possibility. Please note that this incident did not affect Social Security Numbers, or passport or driver’s license numbers, because Sabre’s system did not contain this type of information.

#### **What We Are Doing**

Sabre engaged a leading cybersecurity firm to support its investigation. Sabre also notified law enforcement and the payment card brands about this incident. After learning that the intrusion affected some of our reservations, we retained outside advisors, including a global law firm, to assist us in investigating the Sabre incident. We are working directly with Sabre to understand the scope of the incident and their investigation, and to coordinate the response to guests who may have been impacted by the incident.

**What You Can Do**

While we have no information that this incident has resulted in fraud or identity theft, as a precaution, you should remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports. If you believe that you have experienced identity theft or fraud, you should report it to law enforcement. For your general information, we have attached a reference guide entitled “Information about Fraud Protection” which generally describes steps you may take to help protect yourself against fraud and identity theft, including recommendations from the Federal Trade Commission.

**For More Information**

If you have any questions, please contact a dedicated helpdesk, provided by Sabre, toll-free at [TOLL FREE] or [LOCAL NUMBER], 24 hours, Monday through Friday.

Again, we are sorry for any inconvenience or concern this event may cause you.

Sincerely,

**John Paul Nichols**  
**President and CEO**  
**Club Quarters Hotels**

### Information about Fraud Protection

We want to make you aware of steps you can take to guard against fraud:

**Review of Accounts and Credit Reports:** As a precaution you may regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at [www.annualcreditreport.com](http://www.annualcreditreport.com), by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at [www.annualcreditreport.com](http://www.annualcreditreport.com)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed at the end of this guide.

You should remain vigilant with respect to reviewing your account statements and credit reports, and you should promptly report any suspicious activity to the proper law enforcement authorities, including local law enforcement, your state's attorney general, and/or the Federal Trade Commission ("FTC"). You may contact the FTC or your state's regulatory authority to obtain additional information about avoiding and protection against identity theft: Federal Trade Commission, Consumer Response Center 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft). There may be similar resources available at the state level, and you may contact your state department of revenue directly for more information.

**For residents of Maryland:** You may also obtain information about preventing and avoiding identity theft from the Maryland Office of the Attorney General: Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023, [www.oag.state.md.us](http://www.oag.state.md.us).

**For residents of North Carolina:** You may also obtain information about preventing and avoiding identity theft from North Carolina Attorney General's Office: North Carolina Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-5-NO-SCAM, [www.ncdoj.gov](http://www.ncdoj.gov).

**For residents of Rhode Island:** You may also obtain information about preventing and avoiding identity theft from the Rhode Island Office of the Attorney General: Rhode Island Office of the Attorney General, Consumer Protection Unit, 150 South Main Street, Providence, RI 02903, 401-274-4400, <http://www.riag.ri.gov>.

**Fraud Alerts:** There are also two types of fraud alerts that you can place on your credit report to put creditors on notice that you may be a victim of fraud: an initial alert and an extended alert. You may request an initial fraud alert if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least 90 days. You may request an extended fraud alert if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by contacting any of the three national credit reporting agencies at the addresses or toll-free numbers listed below.

**Credit Freezes:** You may have the right to put a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. In addition, you may incur fees to place, lift and/or remove a credit freeze. Credit freeze laws vary from state to state. The cost of placing, temporarily lifting, and removing a credit freeze also varies by state, generally \$5 to \$20 per action at each credit reporting company. Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company. Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies as specified below to find out more information. You can obtain more information about fraud alerts and credit freezes by contacting the FTC or one of the national credit reporting agencies listed below.

### National Credit Reporting Agencies Contact Information

#### **Equifax ([www.equifax.com](http://www.equifax.com))**

P.O. Box 740241  
Atlanta, GA 30374  
800-685-1111

#### **Fraud Alerts:**

<https://www.alerts.equifax.com/AutoFraudOnline/jsp/fraudAlert.jsp>

#### **Credit Freezes:**

<https://www.freeze.equifax.com>

#### **Experian ([www.experian.com](http://www.experian.com))**

P.O. Box 2002  
Allen, TX 75013  
888-397-3742

#### **Fraud Alerts:**

<https://www.experian.com/fraud/center.html>

#### **Credit Freezes:**

[https://www.experian.com/consumer/security\\_freeze.html](https://www.experian.com/consumer/security_freeze.html)

#### **TransUnion ([www.transunion.com](http://www.transunion.com))**

P.O. Box 1000  
Chester, PA 19016  
800-888-4213

#### **Fraud Alerts:**

<http://www.transunion.com/personal-credit/credit-disputes/fraud-alerts.page>

#### **Credit Freezes:**

<http://www.transunion.com/personal-credit/credit-disputes/credit-freezes.page>