

Sunway Hospitality
c/o Cyberscout
1 Keystone Ave., Unit 700
Cherry Hill, NJ 08003
DB-08532 1-1



March 1, 2024

Subject: Notice of Data Security Incident

Dear [REDACTED]:

Sunway Hospitality is writing to notify you of a recent data security incident our third-party vendor experienced that involved your personal information. Sunway wants to inform you of this incident and about steps you can take to help protect your personal information and offer you complimentary credit monitoring and identity protection services.

What Happened? In September 2023, Sunway became aware of a potential data security incident impacting its email environment. Sunway immediately engaged a team of cybersecurity experts to investigate the incident and determine if any data was impacted. On or around January 19, 2024, the investigation confirmed that certain data was accessed without authorization. After a thorough review of the impacted data, on February 27, 2024, it was determined that your personal information may have been impacted as a result of the incident.

What Information Was Involved? The impacted information may have included your name and Social Security Number.

What Are We Doing? As soon as Sunway discovered the incident, it took the steps described above. In addition, Sunway implemented measures to enhance the security of its network to help prevent a similar incident from occurring in the future.

Sunway is offering you with access to **Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score** services at no charge. These services provide you with alerts for twelve months from the date of enrollment when changes occur to your credit file. This alert is sent to you the same day that a change or update takes place with the bureau. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud.

What Can You Do? Sunway recommends that you review the guidance included with this letter about how to protect your personal information. In addition, Sunway recommends enrolling in the complimentary services being offered by Cyberscout through Identity Force, a TransUnion company, to further protect your personal information. To receive credit monitoring services, you must be over the age of eighteen (18) and have established credit in the U.S., have a Social Security number to your name, and have a U.S. residential address associated with your credit file.

To enroll in Credit Monitoring services at no charge, please log on to <https://secure.identityforce.com/benefit/sunway> and follow the instructions provided. When prompted please provide the following unique code to receive services: [REDACTED]

In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

For More Information. If you have any questions regarding the incident or would like assistance with enrolling in the services offered, please call 1-800-405-6108 between 8:00 A.M. EST to 8:00 P.M. EST, Monday through Friday, excluding holidays.

Sunway appreciates your understanding and deeply regrets any worry or inconvenience that this may cause you.

Sincerely,

Sunway Hospitality
15301 W 87th St, S-200
Lenexa, KS 66219

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three national credit reporting agencies:

Equifax
P.O. Box 105851
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Experian
P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion
P.O. Box 1000
Chester, PA 19016
1-800-916-8800
www.transunion.com

Fraud Alert: You may 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 one year. The alert informs creditors of possible 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>.

Security Freeze: You have the right to put a security freeze on your credit file for up to one year at no cost. This 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. 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.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

Federal Trade Commission
600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov, and
www.ftc.gov/idtheft
1-877-438-4338

Maryland Attorney General
200 St. Paul Place
Baltimore, MD 21202
oag.state.md.us
1-888-743-0023

New York Attorney General
Bureau of Internet and Technology
Resources
28 Liberty Street
New York, NY 10005
1-212-416-8433

North Carolina Attorney General
9001 Mail Service Center
Raleigh, NC 27699
ncdoj.gov
1-877-566-7226

Rhode Island Attorney General
150 South Main Street
Providence, RI 02903
www.riag.ri.gov
1-401-274-4400

Washington D.C. Attorney General
441 4th Street, NW Washington,
DC 20001 oag.dc.gov
1-202-727-3400

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.