



October 12, 2009

**VIA UPS NEXT DAY DELIVERY**

Office of the Attorney General  
Attn: Security Breach Notification  
6 State House Station  
Augusta, ME 04333

To whom it may concern:

Pursuant to your state's law, Radisson is notifying your office of an information security incident that involves the personal information of Maine residents. Between November 2008 and May 2009, the computer system of some Radisson® hotels were accessed without authorization. This unauthorized access was in violation of both civil and criminal laws. The data accessed may have included certain guest information, such as the customer's name as printed on the credit or debit card, credit or debit card number, and/or card expiration date.

Radisson is diligently investigating the incident and has hired several forensic investigators who are conducting a thorough review of the computer system, and Radisson has implemented additional security measures designed to prevent a recurrence of such an attack, and to protect the privacy of Radisson's guests. Radisson also is working closely with major credit card suppliers and federal law enforcement to ensure that the incident is properly addressed. Due to the nature of the incident, the names and addresses of the affected consumers were not available. Consequently, Radisson contracted with a third party, Equifax, to provide a matching service for those current credit card numbers that we believe may have been compromised.

Accordingly, please find enclosed a copy of the written notice of the security incident sent to the Maine residents. As noted in the letter, Radisson is offering such consumers free credit monitoring for one year.

Please do not hesitate to contact Shelly Huber O'Callaghan, Vice President – Legal, at 763-212-2619 with any questions or concerns.

Sincerely,

Fredrik Korallus  
Executive Vice President & Chief Operating Officer  
Radisson® Hotels & Resorts  
763-212-6915

CONSUMER PROTECTION DIVISION

RECEIVED

OCT 13 2009

Encl.

OFFICE OF ATTORNEY GENERAL



Radisson Hotels International, Inc.  
701 Carlson Parkway  
Minnetonka, Minnesota 55305-8256

Consumer Name  
Street Address  
City, State and Zip Code

[Credit Monitoring Promotion Code]

September \_\_, 2009

Dear \_\_\_\_\_:

We value your business and respect the privacy of your information, which is why, as a precautionary measure, we are writing to let you know about a data security incident that may involve your personal information. Between November 2008 and May 2009, the computer systems of some Radisson® hotels were accessed without authorization. This unauthorized access was in violation of both civil and criminal laws. The data accessed may have included guest information such as your name as printed on your credit or debit card, credit or debit card number, and/or card expiration date.

Radisson values guest privacy and deeply regrets this incident occurred. Working with law enforcement and forensic investigators, Radisson is conducting a thorough review of the potentially affected computer systems, and has implemented additional security measures designed to prevent a recurrence of such an attack, and to protect the privacy of Radisson's valued guests. The company also is working closely with major credit card suppliers and federal law enforcement to ensure the incident is properly addressed. For further information and assistance, please contact Radisson at (866) 584-9255 between 7 a.m.-11 p.m. CST daily, or visit <http://www.Radisson.com/openletter/>. Please also review the Appendix to this letter for further information on steps you can take to protect your information, and how to receive free credit monitoring.

Sincerely,

Fredrik Korallus  
Executive Vice President & Chief Operating Officer  
Radisson® Hotels & Resorts

## Appendix

### Steps You Can Take To Further Protect Your Information

- **Review Your Account Statements**

As a precautionary measure, we recommend that you review 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, or the Federal Trade Commission.

- **Credit Report Monitoring**

You may obtain a free copy of your credit report from each of the 3 major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com>, calling toll-free 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 can print a copy of the request form at <http://www.ftc.gov/bcp/menus/consumer/credit/rights/shtm>. Or you can elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies shown below.

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> P.O. Box 9532 Allen, TX 75013	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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In addition to the services noted above, Radisson has arranged with Equifax Personal Solutions to provide you with credit monitoring for one year, at no cost to you. The Equifax Credit Watch Gold credit monitoring package provides you with the following benefits:

- Comprehensive credit file monitoring of your Equifax, Experian, and TransUnion credit reports with daily notification of key changes to your credit files from any of the three agencies.
- Wireless alerts and customizable alerts available
- One 3-in-1 Credit Report and access to your Equifax Credit Report™
- Up to \$1 million in identity theft insurance with \$0 deductible, at no additional cost to you<sup>1</sup>
- 24 by 7 live agent Customer Service to assist you in understanding the content of your Equifax credit information, to provide personalized identity theft victim assistance and in initiating an investigation of inaccurate information.

**To take advantage of this offer, you must enroll within 90 days from receipt of this letter.**

**Online Enrollment Instructions** – To sign up online for online delivery go to [www.myservices.equifax.com/tri](http://www.myservices.equifax.com/tri)

<sup>1</sup> Insurance underwritten by member companies of American International Group, Inc. The description herein is a summary only. It does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for complete details of coverage and exclusions. This product is not intended for minors (under 18 years of age).

1. **Consumer Information:** complete the form with your contact information (name, address and e-mail address) and click "Continue" button. The information is provided in a secured environment.
2. **Identity Verification:** complete the form with your Social Security Number, date of birth, telephone numbers, create a User Name and Password, agree to the Terms of Use and click "Continue" button. The system will ask you up to two security questions to verify your identity.
3. **Payment Information:** During the "check out" process, enter the promotion code, provided at the top of your letter, in the "Enter Promotion Code" box. After entering your code press the "Apply Code" button and then the "Submit Order" button at the bottom of the page. (This code eliminates the need to provide a credit card number for payment.)
4. **Order Confirmation:** – Click "View My Product" to access your 3-in-1 Credit Report and other product features.

**US Mail Delivery Instructions** – To sign up for **U.S. mail delivery** of your credit report, dial 1-866-937-8432 for access to the Equifax Credit Watch automated enrollment process. Note that all credit reports and alerts will be sent to you via US Mail only.

1. **Promotion Code:** You will be asked to enter your promotion code as provided at the top of your letter.
2. **Customer Information:** You will be asked to enter your home telephone number, home address, name, date of birth and Social Security Number.
3. **Permissible Purpose:** You will be asked to provide Equifax with your permission to access your credit file and to monitor your file. Without your agreement, Equifax can not process your enrollment.
4. **Order Confirmation:** Equifax will provide a confirmation number with an explanation that you will receive your Fulfillment Kit via the US Mail (when Equifax is able to verify your identity) or a Customer Care letter with further instructions (if your identity can not be verified using the information provided). Please allow up to 10 business days to receive this information.

- **Additional Free Resources on Identity Theft**

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). **Maryland residents** may also wish to review information provided by the Maryland Attorney General on how to avoid identity theft at <http://www.oag.state.md.us/idtheft>, or by sending an email to [idtheft@oag.stat.md.us](mailto:idtheft@oag.stat.md.us), or calling 410-576-6491.

- **Fraud Alert**

You may consider placing a fraud alert on your credit report. This fraud alert statement 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**

In some U.S. states, you have the right to put a security freeze on your credit file. 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. 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. You must separately place a security freeze on your credit file with each credit reporting agency.