



WYNDHAM  
HOTELS AND  
RESORTS

CONSUMER PROTECTION DIVISION  
RECEIVED

FEB 24 2010

OFFICE OF ATTORNEY GENERAL

February 19, 2010

The Honorable Steven Rowe, Attorney General  
Office of the Attorney General  
6 State House Station  
Augusta, ME 04333

Dear Attorney General Rowe:

We write to provide you notice of recently discovered data security incidents, involving the computing environments of Wyndham Hotels and Resorts, LLC ("WHR") and certain separate hotel properties that are either franchised or managed by WHR (the "Hotels"). We ask that the information contained in this letter and all future written and verbal correspondence related to this matter be exempt from disclosure as "information describing... [the] security of information technology infrastructure and systems". We are coordinating this notice on behalf of WHR and the Hotels.

In late January, 2010, WHR received notice of potential fraudulent use of payment cards in which certain of the Hotels were identified as the Common Point of Purchase for transactions which occurred in late 2009 and early 2010. Based on this information, WHR was able to discover the below-described breach of its own computing environment and potential breaches of the Hotels' computing environments. In addition to ensuring that all the breaches were immediately terminated and disabled, WHR notified the Secret Service and each of the major payment card brands about the breaches. WHR notified the affected managed and franchised Hotels to ensure they retain a Qualified Investigative Response Assessor ("QIRA") to conduct a thorough investigation of the potential breaches of the Hotels' computing environments, which is still continuing. WHR has continued to work closely with Visa and the other major payment card brands to ensure that the QIRA investigation addresses their concerns. Based on the information it has obtained to date, WHR understands that a hacker penetrated the computing environment of the WHR Data Center and, thereafter, may have been able to penetrate the Hotels' separate computing environments and thereby acquire payment card information being handled by the Hotels, including magnetic stripe data from cards that were being used to make transactions at the Hotels. We have not yet confirmed the number of residents in the state of Maine whose accounts may have been compromised, but will provide that information as soon as it is available to us.

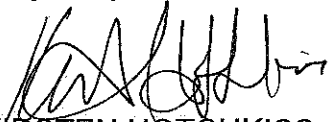
Once WHR identifies the window of vulnerability for each Hotel, we will review each of the transactions consummated during that window at the Hotel and then notify the consumers who engaged in those transactions of the potential acquisition of their card

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data. In addition, we will provide one year of credit card monitoring services to each consumer, as well as such other information as is appropriate to help the consumers protect their interests.

If you have any further questions about either incident, do not hesitate to contact me at (973) 753-6475, or [Kirsten.Hotchkiss@WyndhamWorldwide.com](mailto:Kirsten.Hotchkiss@WyndhamWorldwide.com).

Very Truly Yours,



KIRSTEN HOTCHKISS  
Senior Vice President – Legal and Assistant Secretary  
Wyndham Hotels and Resorts, LLC