

#141212-

RE: Information regarding your booking {hotelreservation_id} at {hotel_name}

Dear {guest_name}

We are contacting you about your Booking.com reservation: {hotelreservation_id}.

Booking.com recently became aware of a technical issue that may have temporarily affected your Booking.com reservation information. We have taken all necessary steps to rectify the issue as quickly as possible and to ensure that your reservation was confirmed and reflected properly on all relevant systems.

Given the limited nature of this incident, we have no reason to believe your information will be misused. However, at the bottom of this message you will find steps you may wish to take into consideration to further protect your information.

While Booking.com has not filed a police report and does not anticipate filing one for this incident, under Massachusetts law, you have the right to obtain any police report filed in regard to this incident.

It's important to note that other than in the form of a written letter or email, we will not initiate contact with you about this situation, and will not ask you to confirm any sensitive personal information. If you do happen to receive a contact with such a request, it is not from us, and you should not provide any such information.

If for whatever reason you experience any issues related to this situation, please reach out to our Customer Service team. In case your reservation is for the future, please rest assured that your reservation is confirmed and is reflected on {hotel_name}'s systems properly. In the unlikely event that you experience any issues during check-in, please do not hesitate to reach out to our Customer Service team through this link: <https://secure.booking.com/content/cs.html>.

We sincerely apologize for any inconvenience and are here to support you. If you have any further questions or concerns, please feel free to contact us.

Sincerely,

Booking.com Customer Service Team

What You Can Do

You may wish to take the following steps to further protect your information.

- Massachusetts law allows consumers to place a security freeze on their credit reports. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. 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.

There is no charge to place a credit freeze. To place a security freeze on your credit report, you must contact each of the three major consumer reporting agencies at the addresses below:

Equifax Security Freeze 1-800-685-1111
P.O. Box 105788
Atlanta, GA 30348
<https://www.equifax.com/personal/credit-report-services/>

Experian Security Freeze 1-888-397-3742
P.O. Box 9554
Allen, TX 75013
<https://www.experian.com/help>

Trans Union Security Freeze 1-888-909-8872
Fraud Victim Assistance Department
P.O. Box 2000
Chester, PA 19016
<https://www.transunion.com/credit-freeze>

To request a security freeze, you may need to provide personal information, including your name, address, date of birth, and Social Security number. The credit reporting agencies have one business day after receiving your request by phone or online to place a security freeze on your credit report. The credit bureaus must also provide you with a unique personal identification number (PIN) or password.

To lift or remove the security freeze, you must contact the credit reporting agencies online or by phone or mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. If the request is made online or by phone, the credit reporting agencies must lift the security freeze within an hour.

- You can periodically request a free credit report to ensure credit accounts have not been activated without your knowledge. Every consumer, whether or not their data has been involved in a security breach, can receive one free report every twelve months from each of the three national credit bureaus listed below. In fact, it is a good practice for all consumers to order a free credit report from one of the three credit bureaus every four months, in order to continually monitor your accounts every year. You may obtain a free copy of your credit report 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 30348-5281

You can print a copy of the request form at
<http://www.ftc.gov/bcp/menus/consumer/credit/rights.shtm>.

You can also purchase a copy of your credit report by contacting one of the three national consumer reporting agencies:

Equifax P.O. Box 740256 Atlanta, GA 30374-0241	800-685-1111 www.equifax.com ,
Experian P.O. Box 2002 Allen, TX 75013	888-397-3742 www.experian.com
TransUnion Fraud Victim Assistance Department P.O. Box 2000 Chester, PA 19016	800-680-7289 www.transunion.com

Review the reports carefully for inquiries from companies you did not contact, accounts you did not open, and debts that you cannot explain. Verify the accuracy of your complete name, Social Security number, address(es), and employer(s). Notify the three consumer reporting agencies about any inaccuracies.

Review your account statements and credit reports, and promptly report any suspicious activity to proper law enforcement authorities, including local law enforcement, your state's attorney general, and the Federal Trade Commission ("FTC").

- You may contact the FTC to obtain additional information about avoiding identity theft.

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)
<http://www.ftc.gov/idtheft>