

# 2024-257



**International Shoppes, LLC**

Return Mail Processing  
PO Box 589  
Claysburg, PA 16625-0589

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ANYTOWN, ST 12345-6789



February 8, 2024

**RE: NOTICE OF DATA SECURITY BREACH**

Dear International Shoppes, LLC and Diplomatic Duty Free Shops of New York, Inc., employee:

We're writing to you as a valued employee of International Shoppes, LLC, which operates duty free and retail stores at airports in Connecticut (BDL), Maryland (BWI), New York (JFK), Texas (IAH) and Virginia (IAD) (previously in Massachusetts (BOS)) and Diplomatic Duty Free Shops of New York, Inc., which operates a retail store in New York, as well as a duty free / tax free catalog service across the United States that serves foreign diplomats and military personnel, to inform you of a cybersecurity incident that affected our businesses and possibly your personal information. While we are unaware of any actual misuse of your information, we are providing notice to you about this incident because your privacy is of the utmost importance to us.

**What Happened?** On December 1, 2023, we became aware of a cybersecurity incident involving our computer systems holding personal information.

**When Did It Happen?** The incident was first discovered on December 1, 2023.

**What Information Was Involved?** While we have no evidence that your personal information was misused, the personal information present in the computer systems accessed may have included:

- Addresses
- Social Security numbers
- Employment information, including salary information and performance reviews
- Financial account numbers
- U.S. Airport SIDA IDs
- Driver's license information
- Passports and other government identification
- Account credentials to our company systems
- Health information provided in connection with a request for medical accommodation

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**What Are We Doing About It?** Protecting the privacy and security of personal information is of critical importance to us. We have already taken a number of steps to mitigate potential harm and remediate the incident. After conducting a full investigation of the incident with the support of cybersecurity experts, we have disabled remote access VPN connection, restricted our network's access to the internet, placed additional restrictions on user access to our network (including implementing multi-factor authentication and changing passwords for certain systems), and enhanced our network monitoring capabilities. We have also notified the FBI, the U.S. Cybersecurity and Infrastructure Security Agency (CISA), the U.S. Customs and Border Protection, and relevant airport and port authorities of this incident. You have a right to obtain our notice to the FBI.

**What Can You Do To Protect Yourself?** You can protect yourself from identity theft by remaining vigilant and reviewing account statements and monitoring free credit reports from consumer reporting agencies.

To provide you with support as you monitor your personal information, we are offering two years of free credit monitoring through Experian. Please see the section below called "**How Do I Sign Up For Free Credit Monitoring?**" for more details about the services available to you and how to enroll.

**Copy of Credit Report:** For your convenience, we have provided contact information for the three nationwide credit reporting agencies below. These nationwide credit reporting agencies provide a free copy of your credit report, at your request, once every 12 months:

Equifax (800) 525-6285 www.equifax.com Equifax Credit Information Services P.O. Box 740241 Atlanta, GA 30374	Experian (888) 397-3742 www.experian.com Experian National Consumer Assistance Center P.O. Box 4500 Allen, TX 75013	TransUnion (800) 680-7289 www.transunion.com TransUnion Consumer Relations P.O. Box 2000 Chester, PA 19106-2000
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You may also contact additional consumer reporting agencies by reviewing the list on the Consumer Financial Protection Bureau's website at <https://www.consumerfinance.gov/consumer-tools/credit-reports-and-scores/consumer-reporting-companies/companies-list/>.

**Contact the Federal Trade Commission:** The FTC provides further information on fraud alerts, security freezes, and how to protect yourself from identity theft. The FTC can be contacted by mail at 600 Pennsylvania Avenue, NW, Washington, DC 20580; by phone at 1-877-ID-THEFT (877-438-4338); or online at [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft).

**Security Freeze:** You have the ability to place a security freeze on your credit report at no charge. A security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent but may delay your ability to obtain credit. To place a security freeze, you must contact each of the three credit bureaus listed above and may be required to provide your full name; Social Security number; date of birth; the

addresses where you have lived over the past five years; proof of current address, such as a utility bill or telephone bill; a copy of a government issued identification card; and if you are the victim of identity theft, the police report, investigative report, or complaint to a law enforcement agency.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze.

To remove the security freeze, you must contact each of the three credit bureaus 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. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

**Suspected Identity Theft:** The Massachusetts Attorney General may also have advice on preventing identity theft, and you should report instances of known or suspected identity theft to law enforcement, your state attorney general, or the U.S. Federal Trade Commission (“FTC”).

Massachusetts Office of the Attorney General  
1 Ashburton Place  
Boston, MA 02108  
Phone: (617) 727-2200

<https://www.mass.gov/orgs/office-of-the-attorney-general>

**Federal Fair Credit Reporting Act Rights:** You have rights under the federal Fair Credit Reporting Act (FCRA), which governs the collection and use of information pertaining to you by consumer reporting agencies. For more information about your rights under the FCRA, please visit [www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf](http://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf) or [www.ftc.gov](http://www.ftc.gov).

### **How Do I Sign Up For Free Credit Monitoring?**

To help protect your identity, we are offering complimentary access to Experian IdentityWorks<sup>SM</sup> for 24 months.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).



Please note that Identity Restoration is available to you for 24 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration).

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary 24-month membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by** May 31, 2024 (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll:  
<https://www.experianidworks.com/credit>
- Provide your **activation code**: **ABCDEFGHI**

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at call 833-918-1103 by May 31, 2024. Be prepared to provide engagement number ENGAGE# as proof of eligibility for the Identity Restoration services by Experian.

### **ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP**

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.\*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

\* Offline members will be eligible to call for additional reports quarterly after enrolling.

\*\* The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

**For More Information.** We sincerely regret any inconvenience or concern caused by this incident. If you have further questions or concerns, or would like an alternative to enrolling online, please call 833-918-1103 toll-free Monday through Friday from 8 am – 8 pm Central (excluding major U.S. holidays). Be prepared to provide your engagement number ENGAGE#.

Sincerely,

Gail Z. Rubinstein  
Compliance Officer

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