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## Trump Hotel Collection – Incident FAQs

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### 1. What happened?

As is the case with many other companies, some hotel properties managed by the Trump Hotel Collection may have been the victim of a data security incident.

Upon becoming aware of the potential incident, we immediately hired an independent forensic investigator, notified the F.B.I. and financial institutions. In addition, we immediately removed the malware and are currently taking additional steps to further secure our systems.

The independent forensic investigation did not find any evidence that any customer information was removed from our systems. However, we have decided to provide notice as a precaution and in an abundance of caution for the protection of our guests. We are also offering individuals affected by the incident one year of complimentary identity protection services through Experian.

Between May 19, 2014, and June 2, 2015, we believe that there may have been unauthorized malware access to some of the computers that host our front desk terminals and payment card terminals in our restaurants, gift shops and other point-of-sale purchase locations at some hotels managed by the Trump Hotel Collection. For those customers that used credit or debit cards to make purchases during this time, we believe that the malware may have affected payment card data including payment card account number, card expiration date and security code. For the Las Vegas and Waikiki properties, cardholder first and last name may also have also been affected for transactions in our restaurants, gift shops and other point-of-sale purchase points at those properties.

## **2. When did the incident happen?**

According to the independent forensic investigator the malware was on Properties systems between May 19, 2014, and June 2, 2015.

## **3. Which THC properties were affected?**

This incident affected Trump SoHo New York, Trump National Doral, Trump International New York, Trump International Chicago, Trump International Waikiki, Trump International Hotel & Tower Las Vegas, and Trump International Toronto.

This incident did not affect Trump Ocean Club International Hotel & Tower Panama, Trump International Golf Links & Hotel Ireland, Trump Turnberry Scotland, or any of the Trump Estate Collection properties.

## **4. What information may have been affected?**

For customers that used credit or debit cards to make purchases between May 19, 2014, and June 2, 2015, we believe that the malware may have affected payment card data including payment card account number, card expiration date and security code.

For the Las Vegas and Waikiki properties, cardholder first and last name may also have also been affected for transactions in our restaurants, gift shops and other point of sale purchase points at those properties.

## **5. What has THC done to address the incident?**

We take the privacy of personal information seriously. Immediately upon learning of a possible incident, we notified the F.B.I. and financial institutions, and engaged an outside forensic expert to conduct an investigation of the incident.

In addition, as part of the investigation, we removed the malware and are in the process of reconfiguring various components of our network and payment systems to further secure our payment card processing systems. We are confident that customers can safely use payment cards at all of our properties.

Finally, we are offering one year of complimentary fraud resolution and identity protection services from Experian, a leading provider of identity protection services, to all customers of the Properties who used a payment card at the Properties between May 19, 2014, and June 2, 2015. If you stayed at one of the Properties during that time period contact us toll-free at 877-803-8586 for more information about eligibility and enrollment for the complimentary identity protection services provided by Experian.

## **6. Is it safe to use my payment card information at THC properties?**

Yes. We took steps to contain this incident by removing the malware from our systems. In addition, we are continuing to reconfigure various components of our network and payment systems to further secure our payment card processing systems.

We are confident that customers can safely use payment cards at all of the properties managed by the Trump Hotel Collection.

## **7. How do I know if my payment card was compromised?**

An independent forensic investigation has not found any evidence that any customer information was removed from our systems. In addition, we are unable to independently determine whether a particular person has been affected by this incident. However, as a precaution, we are providing notice to inform potentially affected customers that made a payment card transaction at the Properties between May 19, 2014, and June 2, 2015.

## **8. What should I do if I suspect fraudulent activity?**

We recommend that you review your credit and debit card account statements as soon as possible in order to determine if there are any discrepancies or unusual activities listed. You should remain vigilant and continue to monitor your statements for unusual activity going forward. If you see anything you do not understand or that looks suspicious, or if you suspect that any fraudulent transactions have taken place, you should call the bank that issued your credit or debit card immediately.

We are also offering one year of complimentary fraud resolution and identity protection services from Experian, a leading provider of identity protection services, to all customers of the Properties who used a payment card at the Properties between May 19, 2014, and June 2, 2015. If you stayed at one of the Properties during that time period contact us toll-free at 877-803-8586 for more information about eligibility and enrollment for the complimentary identity protection services provided by Experian.

## **9. Why do you store payment card numbers?**

We do not store credit or debit card numbers of our customers. We believe that the malware may have accessed payment card information in real-time as it was being inputted into our systems.

## **10. I want to cancel or dispute a charge on my payment card. How do I do that?**

We recommend that you contact the financial institution that issued your credit or debit card at the number listed on the back of the card.

## **11. How do I activate the complimentary identity protection services?**

If you made a payment card purchase at the Properties between May 19, 2014, and June 2, 2015, we are offering you one year of complimentary fraud resolution and identity protection services provided by Experian. If you stayed at one of the Properties during that time period contact us toll-free at 877-803-8586 for more information about eligibility and to enroll for the complimentary identity protection services provided by Experian.

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