



## **Frequently Asked Questions: Landing Page**

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### **What properties at the French Lick Resort were impacted?**

Every venue at the Resort where credit cards are accepted is impacted.

### **How many visitors of the Resort may be impacted?**

Any guest that visited the Resort from April 2014-January 2015 potentially had their credit card compromised. We have taken steps to identify and notify them about the breach.

The number of individuals that have had their personal information compromised is unknown at this time. We encourage all visitors to monitor their credit card and banking statements and contact their bank or card issuer if they notice any suspicious charges as soon as possible or request a new card from their bank as a precautionary measure.

### **What are you doing about the payment data breach?**

For starters, we have addressed the breach. We are undertaking new security initiatives to strengthen our network and enhance our level of protection to provide enhanced protection of our visitors' personal information. We know this is frustrating and we are offering free identity protection services, including credit monitoring to any customer who used a payment card at the Resort from April 2014-January 2015. Unauthorized charges to customer cards can be disputed with that customer's individual bank.

### **What are you doing to prevent this from happening in the future?**

We take our customers' privacy and security seriously, and are constantly enhancing our systems and processes.

### **What information was compromised/stolen?**

This is an ongoing investigation; however, the information potentially put at risk includes name, account number, card expiration date and a card verification value. Fortunately, you won't be responsible for any fraudulent charges, as long as you contact your bank immediately if you are aware of unauthorized charges, and we are offering free identity protection services, including credit monitoring to any customer who used a payment card at the resort from April 2014-January 2015.

### **What can I do to protect myself?**

It's always a good idea to review your financial statements carefully and call your bank or card issuer if you see any suspicious transactions. The policies of the payment card brands such as Visa, MasterCard, American Express and Discover provide that you are not liable for any unauthorized charges if you report them immediately.



**Is it safe to visit and shop at the Resort?**

We have always taken the protection of your information very seriously. We have addressed the breach and have pursued new security measures to further protect our visitors' personal information.

**If I used my debit card at the Resort was my debit card PIN compromised/stolen?**

There is no evidence that debit card PINs were impacted; however, it is always a good idea to review your bank statements carefully and call your bank immediately if you see any suspicious transactions.

**Tell me more about the identity protection services you are providing:**

The Resort is providing identity theft assistance to affected individuals through Experian, which is one of the three national credit bureaus. The identity theft assistance includes:

- Internet scanning: Immediate notification if potentially unauthorized uses of the enrollee's Social Security, debit or credit card numbers on the Internet are found.
- \$1 million identity theft insurance: Provides coverage for lost wages, legal fees, and funds lost due to unauthorized electronic fund transfers.
- Credit monitoring at all three national credit bureaus: Daily monitoring of either one or all three bureaus.
- 1-bureau credit report: Users receive a free copy of their Experian credit report upon sign up.
- Access to our fraud resolution agents: Qualified, experienced, knowledgeable agents will help investigate identity theft incidents.
- Lost wallet protection: Assistance in notifying creditors to get new cards if their wallet is lost or stolen

**How do I enroll in credit monitoring?**

Guests that have visited the Resort from April 2014 to January 2015 can enroll in Experian credit monitoring at 866.584.9681 or [www.protectmyid.com/redeem](http://www.protectmyid.com/redeem). Please call the Resort's Call Center at 877-664-3577 to receive a registration code.