



August 25, 2022

Dear Guest:

If you stayed at the Super 8 hotel in Whitecourt, Alberta between January 1, 2019 and May 28, 2022, I am writing to notify you of an issue that may have resulted in the release of your personal information. We cannot confirm that your personal information has been released, however, we are informing you of the incident that occurred and the potential release of your information in order to ensure you are aware and can take steps to prevent any issues associated with the potential release of your personal information, including as provided below.

Holloway Lodging Limited Partnership (“Holloway”) learned of the incident on May 28, 2022, which took place at our Super 8 hotel in Whitecourt, Alberta. In the early hours of May 28, 2022, an unauthorized individual obtained remote access to the hotel’s front desk computer for approximately 15 minutes under the guise of an authorized software upgrade.

Holloway reported the incident to the police and the Alberta privacy commissioner.

The information that could potentially have been viewed or taken includes guest name, address, phone number, Wyndham Rewards number, email address, the last four digits of the credit card used, and for a select subgroup of customers, the credit card digits of an authorized credit card of an organization or individual other than the registered guest.

Holloway recommends that you take the following actions to prevent any potential losses:

- **You may periodically request a credit report.** Whether or not your data has been involved in a breach, you can receive a report from each of the three national credit bureaus listed below. You should remain vigilant about suspicious activity and check your credit reports, as well as your other account statements, periodically over the next 12 to 36 months. You should immediately report any suspicious activity to the credit bureaus.
- **You may place a fraud alert on your credit report.** A fraud alert tells creditors to contact you before they open any new credit accounts or change your existing accounts. This can help prevent an identity thief from opening additional accounts in your name. To place a fraud alert on your credit file, contact one of the three national credit bureaus provided below. When you receive your credit report, examine it closely and look for signs of fraud, such as credit accounts that are not yours.



- **You can place a “credit freeze” on your credit file** so that no credit reports can be released without your approval. Please contact the three national credit bureaus below for more information. All bureaus charge a fee for this service.
 - Equifax: www.equifax.ca
 - Experian: www.experian.ca
 - TransUnion: www.transunion.ca

- **Continue to monitor your credit reports.** Even with a fraud alert on your account, you should continue to monitor your credit reports to ensure that an imposter has not opened an account with your personal information.

- **Review your credit card statements.** By remaining vigilant to the potential for fraud by reviewing your payment card statements for any unauthorized activity. You should report any unauthorized charges to your card issuer immediately because payment card rules generally provide that cardholders are not responsible for unauthorized charges reported in a timely manner. The phone number to call is usually on the back of your payment card.

We sincerely apologize that your personal information was compromised. We are committed to protecting the privacy and security of your personal information. On behalf of Holloway, I wish to express my sincere regret for any inconvenience this may have caused.

If you have any questions about this notice, or if you would like more information, please do not hesitate to contact me at privacy@hlcorp.ca. In addition, a toll-free number is available for you to call us with questions and concerns 1-833-922-5925.

Sincerely,

A handwritten signature in black ink, appearing to read "Tom Casey".

Tom Casey, CPA, CA
CFO, Holloway Lodging Corporation

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