

## Data Security Notice

Dear Valued Guests:

We want to be in touch with you regarding a recent incident that may have involved access to your payment card information.

### **What Happened**

On November 28, 2018, we identified unusual activity on our network through our information security monitoring processes. Upon identifying this issue, we began working with Mandiant, a leading cyber security firm, to understand the scope of the incident and determine whether there had been any unauthorized access. On November 30, 2018, Mandiant reported that it detected unauthorized access to our point of sale systems, exposing some of our customers' data. Mandiant worked with us to contain the breach and ensure that the unauthorized access was stopped immediately. At this time, we are confident that the breach has been contained.

### **What Information Was Involved**

If you visited any of our company-owned Coffee and Bagels locations (**see Appendix A for a list**) between August 28, 2018 and December 3, 2018, there is a possibility that your name and credit card information, including card number, expiration date and card security code may have been accessed as a result of this unauthorized activity. Payments made through your Caribou Coffee Perks account or any one of your customer loyalty accounts were not affected. Any catering orders placed online with Bruegger's Bagels, Einstein Bros. Bagels, Manhattan Bagel and Noah's NY Bagels were also not affected by this breach.

### **What Are We Doing?**

We are using Mandiant because of its expertise in data forensics and data security matters to conduct an investigation. We also have contacted and are in close coordination with the F.B.I. and are cooperating with its ongoing review. Please be assured that we are closely monitoring our systems, data, and account access as we always do. Additionally, we are making the necessary changes to strengthen our network against any future attacks, and improve our payment systems to protect your information going forward. We also are in regular communication with the credit card companies and will provide them with the information necessary to notify the banks that may have issued the affected payment cards.

### **What You Can Do**

To determine whether you may have been affected by this security breach, we recommend that you review the list of potentially affected locations (**see Appendix A for a list**) and review your credit and debit card statements for any unauthorized charges. If you think you have been affected, please contact your debit or credit card company to report the potential unauthorized activity.

We also encourage customers to remain vigilant by reviewing your account statements as well as your credit report for any unauthorized activity.

### **For More Information**

If you need more information about the breach or have other questions please call our toll free hotline number (877) 698 3760, Monday through Friday, from 9:00 a.m. to 9:00 p.m. EST and weekends from 9:00 a.m. to 5:00 p.m. EST or email us at [inquiries@coffeeandbagels.com](mailto:inquiries@coffeeandbagels.com) and we will work with you on next steps.

We sincerely apologize that this breach occurred and assure you that our team is working to help prevent data security issues from occurring in the future. The privacy and security of your information is very important to us and we remain committed to doing everything we can to maintain the confidentiality of your information. We appreciate your patience and loyalty as a customer.

Sincerely,

John Butcher  
President, Coffee and Bagels

## **MORE INFORMATION ABOUT PREVENTING IDENTITY THEFT AND WAYS TO PROTECT YOURSELF**

Visit <http://www.experian.com/credit-advice/topic-fraud-and-identity-theft.html> for general information regarding identity protection. You can obtain additional information about fraud alerts, security freezes, and preventing identity theft from the Federal Trade Commission by calling its identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information online at <https://www.consumer.ftc.gov/features/feature-0014-identity-theft>. Federal Trade Commission, Division of Privacy and Identity Protection, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

<b>National Consumer Reporting Agencies Contact Information</b>		
<b>TransUnion</b>	<b>Experian</b>	<b>Equifax</b>
<b>P.O. Box 2000</b>	<b>P.O. Box 9554</b>	<b>P.O. Box 105788</b>
<b>Chester, PA 19022</b>	<b>Allen, TX 75013</b>	<b>Atlanta, GA 30348</b>
<b>1-888-909-8872</b>	<b>1-888-397-3742</b>	<b>1-800-685-1111</b>
<a href="http://www.transunion.com">www.transunion.com</a>	<a href="http://www.experian.com">www.experian.com</a>	<a href="http://www.equifax.com">www.equifax.com</a>

You can get information about fraud alerts and security freezes from the FTC and the Consumer Reporting Agencies.

### **Obtain Your Credit Report**

You should also monitor your credit reports. You may periodically obtain your credit reports from each of the national consumer reporting agencies. If you discover inaccurate information or a fraudulent transaction on your credit report, you have the right to request that the consumer reporting agency delete that information from your credit report file.

In addition, under federal law, you are entitled to one free copy of your credit report every 12 months from each of the three nationwide consumer reporting agencies listed above. You may obtain a free copy of your credit report by going to <http://www.AnnualCreditReport.com> or by calling (877) 322-8228. You also may complete the Annual Credit Report Request Form available from the FTC at <http://www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf>, and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

### **State Specific Information**

**IOWA residents:** You may contact the Iowa Attorney General's Office to report suspected incidents of identity theft. This Office can be reached at:

Office of the Attorney General of Iowa  
Hoover State Office Building  
1305 E. Walnut Street  
Des Moines, IA 50319  
[www.iowaattorneygeneral.gov](http://www.iowaattorneygeneral.gov)  
(515) 281-5164

## Appendix A

21st & Northern	Phoenix	AZ
Quebec & County Line	Highlands Ranch	CO
Wadsworth	Lakewood	CO
Orchard Place	Westminster	CO
Pine Island	Cape Coral	FL
Atlantic House	Atlanta	GA
Meridian Shopping Center	Tucker	GA
Westdale	Cedar Rapids	IA
Mills Crossing	Des Moines	IA
Wacker Plaza	Dubuque	IA
Mason City	Mason City	IA
Urbandale	Urbandale	IA
Crossroads Blvd	Waterloo	IA
Baxter Marketplace	Baxter	MN
Shingle Creek Crossing	Brooklyn Center	MN
Buffalo	Buffalo	MN
London Road & 21st	Duluth	MN
Arrowhead & Kenwood	Duluth	MN
City Vue Commons	Eagan	MN
Edina-77th	Edina	MN
Lincoln Crossing	Fergus Falls	MN
Fridley Market	Fridley	MN
Hutchinson	Hutchinson	MN
Kenwood Trail	Lakeville	MN
Madison Ave	Mankato	MN
East College Drive	Marshall	MN
11th & Nicollet	Minneapolis	MN
Wells Fargo Tower	Minneapolis	MN
Plymouth Road	Minnnetonka	MN
North Branch	North Branch	MN
S. Rum River & Northland	Princeton	MN
Lyndale Station	Richfield	MN
West Circle Drive	Rochester	MN
River Center Plaza	Rochester	MN
Shakopee Crossing	Shakopee	MN
White Bear Lake	White Bear Lake	MN
Century & County Road E	White Bear Lake	MN
City Place	Woodbury	MN
Woodbury Century	Woodbury	MN
S 3rd Street and Indiana Av	Bismarck	ND

Sunrise Town Center	Bismarck	ND
Columbia Road	Grand Forks	ND
I-90 & South Burr St	Mitchell	SD
Mount Rushmore & Columbus	Rapid City	SD
E. 10th St. & S. Bahnson Ave	Sioux Falls	SD
49th & Louise	Sioux Falls	SD
Holly Plaza	Sioux Falls	SD
Corner 2300	Sioux Falls	SD
Clairemont & Stein	Eau Claire	WI
Oak Ave & Stout St	Menomonie	WI
Sunset Crossing	Waukesha	WI