

Dear Valued Thalian Hall Patron,

It is with great regret that we must inform you that our ticketing service, Vendini, detected an unauthorized intrusion into its systems that may affect Thalian Hall Patrons. Vendini provides box office and online ticketing services to hundreds of venues in the United States and Canada, including Thalian Hall. Based on our records, you have used a credit card to make a purchase for an event that was processed through Vendini, and your information may have been involved in this incident. Information that may have been accessed includes name, mailing address, phone numbers and credit card numbers. No security access codes for credit cards were accessed (e.g. CVV, CVV2, or PINs). Since no security codes were taken it makes it less likely that the information that was accessed could be used for fraudulent activity.

At this point in time, no fraudulent activity has been reported in correlation with this incident nationwide and all merchant service providers have been notified of the breach and are closely monitoring all affected accounts for suspicious transactions. Vendini is cooperating with federal law enforcement to apprehend the criminal actor who hacked the system. In addition, Vendini has hired a third party cyber security firm to help them increase security and ensure that a similar incident in the future is as unlikely as possible. It is also important to note that before this incident, Vendini was already certified as PCI- Level 1 compliant which is the highest level of compliance with security in credit card transactions and processing. Very few ticketing companies have met this level of compliance, making Vendini one of the most secure options for ticketing available on today's market. If you have any questions for Vendini directly, they have set up a toll free number for any patrons to call at 1-800-836-0473.

The staff at Thalian Hall is monitoring this situation closely. We regret that this incident occurred and sincerely apologize for any undue stress or inconvenience. We are confident that with the increased security being implemented by Vendini ticket sales in our box office and online are safe, and we hope you will continue to come and enjoy the outstanding entertainment at the Thalian Hall. If you have multiple credit cards, and would like to know which cards may have been involved in this incident so that you can monitor their activity, please contact our administrative offices at 910.632.2241. Please note that this incident did not affect membership or general donations made to Thalian Hall, as these are not processed through Vendini. We have listed some general advice to avoid identity theft below and have also provided a list of resources if you would like to learn more.

- To protect against the possibility of identity theft or fraud, we urge you to remain vigilant, and to regularly review your credit card account statements and credit reports for any unauthorized activity.
- If you suspect that you may be a victim of identity theft or fraud, immediately contact your local law enforcement agency, your State Attorney General's office and the Federal Trade Commission.
- Do NOT respond to any requests for sensitive personal information in relation to this incident. Vendini will never request such information via email or telephone unless it is absolutely necessary to respond directly to you regarding how this incident may impact you.

Once again we apologize for any undue stress or inconvenience that this incident may have caused. Thank you for your patronage at Thalian Hall and we look forward to serving you in the future. It is an unfortunate consequence of the times we live in that these types of intrusions into personal information are becoming more commonplace and we hope that the new and increased security measures being implemented by Vendini will prevent any further intrusions in the future.

Sincerely,

Tony Rivenbark, Executive Director Thalian Hall Center for the Performing Arts, Inc.

Resources Guide

For Residents of North Carolina: For information about fraud alerts, security freezes, and steps you can take to protect against identity theft, contact the U.S. Federal Trade Commission (see contact information below), or as applicable:

North Carolina's Attorney General's Office: 9001 Mail Service Center, Raleigh, NC 27699-9001; Tel: (919) 716- 6400; Fax: (919) 716-6750; or Visit: <http://www.ncdoj.com>

U.S. Federal Trade Commission (FTC): The FTC has helpful information about how to avoid identity theft and other steps that consumers can take to protect themselves. Write to: Consumer Response Center, 600 Pennsylvania Ave., NW, H-130, Washington, D.C. 20580 Call Toll-Free: 1-877-IDTHEFT (438-4338); or Visit: <http://www.ftc.gov/idtheft>

Free Annual Credit Report: You may obtain a free copy of your credit report once every 12 months (or purchase or obtain additional copies of your credit report). Call Toll-Free: 1-877-322-8228; or Visit: <https://www.annualcreditreport.com>; or Contact any one or more of the national consumer reporting agencies:

Equifax: P.O. Box 740241, Atlanta, GA 30374-0241 (800) 685-1111 www.equifax.com

Experian: P.O. Box 2002, Allen, TX 75013 (888) 397-3742 www.experian.com

TransUnion: P. O. Box 1000, Chester, PA 19022 (800) 888-4213 www.transunion.com

"Fraud Alerts" and "Security Freezes"

Fraud Alert - You have the right to place a fraud alert in your file to alert potential creditors that you may be a victim of identity theft. Creditors must then follow certain procedures to protect you; therefore, a fraud alert may delay your ability to obtain credit. An "initial fraud alert" stays in your file for at least 90 days. An "extended fraud alert" stays in your file for 7 years, and will require an *identity theft report* (usually, a filed police report). You may place a fraud alert by calling any one of the three national consumer reporting agencies:

Equifax: 1-800-525-6285 **Experian:** 1-888-397-3742 **TransUnion:** 1-800-680-7289

Security Freeze - Some U.S. states provide the right to place a security freeze on your credit file, which prevents credit, loans and services from being approved in your name without your consent. Using a freeze may interfere with or delay your ability to obtain credit. To place a freeze, send a request by mail to each consumer reporting agency (addresses below) with the following (if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) Full name, with middle initial and any suffixes; (2) Social Security Number; (3) Date of Birth; (4) Current address and any previous addresses for the past two years; and (5) Any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. You must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. Each copy must be legible, display your name and current mailing address, and the date of issue. The credit reporting agency may charge a fee up to \$5.00 to place, lift, and/or remove a freeze, unless you are a victim of identity theft or the spouse of a victim of identity theft, and you have submitted a valid police report relating to the identity theft incident to the

consumer reporting agency.

Equifax Security Freeze: P.O. Box 105788, Atlanta, Georgia 30348

Experian Security Freeze: P.O. Box 9554, Allen, TX 75013

TransUnion (Fraud Victim Assistance Division): P.O. Box 6790, Fullerton, CA 92834-6790