

**North Carolina Security Breach Reporting Form
Pursuant to the Identity Theft Protection Act of 2005**

Name of Business or Government Agency Owning or Licensing Information Affected by the Breach:

Address: Kirby Cultural Arts Complex
213 N. Main St
Roxboro, NC 27573
Telephone: 336-597-1709
Fax: 597-1764
Email: Kirby.theater@personcountry.net

PLEASE SUBMIT FORM TO:
Consumer Protection Division
NC Attorney General's Office
9001 Mail Service Center
Raleigh, NC 27699-9001
Telephone: (919) 716-6000
Toll Free in NC: (877) 566-7226
FAX: (919) 716-6050

Date Security Breach Reporting Form submitted: 6/4/2013 reg 6/5/2013
Date the Security Breach was discovered: 5/21/2013
Estimated number of affected individuals: 147
Estimated number of NC residents affected: 141

Name of business or government agency maintaining or possessing information that was the subject of the Security Breach, if the agency that experienced the Security Breach is not the same entity as the agency reporting the Security Breach (pursuant to N.C.G.S. § 75-65(b):
Vendini, Inc. on behalf of
Kirby Cultural Arts Complex

Describe the circumstances surrounding the Security Breach and state whether the information breached was in electronic or paper format: A computer malware entered into the Vendini system and secured confidential information.

Regarding electronic information breached, state whether the information breached or potentially breached was password protected or encrypted in some manner. NO If so, please describe the security measures protecting the information: _____

Describe any measures taken to prevent a similar Security Breach from occurring in the future: Vendini has implemented enhanced security measures designed to prevent a recurrence of this type of incident.

Date affected NC residents were/will be notified: 6/4/2013

If there has been any delay in notifying affected NC residents, describe the circumstances surrounding the delay pursuant to N.C.G.S. § 75-65(a) and (c): We had to secure the list of potentially affected patrons and had to ensure we were in compliance with the law.
If the delay was pursuant to a request from law enforcement pursuant to N.C.G.S. § 75-65(c), please include the written request or the contemporaneous memorandum.

How NC residents were/will be notified? (pursuant to N.C.G.S. § 75-65(e))
Please attach copy of the notice if in written form or a copy of any scripted notice if in telephonic form.

written notice
 electronic notice (email)
 telephone notice
 substitute notice

Signature: Erin Elizabeth Garney Date: 6/4/2013
Contact Person, Title: Erin Elizabeth Garney, Director Kirby
Address: 213 N. Main St. Roxboro NC 27573
(if different from above)
Telephone: 336-597-1709 Fax: 336-597-1754 Email: Kirby.theater@personcountry.net

IMPORTANT INFORMATION. PLEASE READ IN ITS ENTIRETY.

May 22, 2013

Dear Patron:

We regret to inform you that on April 25, 2013, Vendini, Inc. detected an unauthorized intrusion into its systems. Vendini provides box-office and online ticketing services to hundreds of entertainment venues, which include tour, casino, sports, and arts organizations across the U.S. and Canada. **Based on our records, you used a credit card to make a purchase for an event that was processed through Vendini's service, and your information may have been involved in this incident.** We are actively cooperating with federal law enforcement, and this notification to you was delayed specifically to support law enforcement's investigation. In addition, a full-scale, internal investigation is under way at Vendini with outside computer forensic and cyber security experts.

Although our internal investigation is ongoing, we believe that in late March, a third-party criminal actor used hacking technologies to access our databases and may have accessed your **personal information, such as name, mailing address, email address, phone number, and credit card numbers and expiration dates.** We do not collect credit card security access codes (e.g., CVV, CVV2, PINs), social security numbers, usernames or passwords.

Upon discovering this intrusion, we engaged computer forensic and cyber security experts to commence an investigation. We implemented enhanced security measures designed to prevent a recurrence of this type of incident. We notified our merchant banks; and credit card companies have been alerted.

In addition, please note the following:

- 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. We have enclosed a *Resources Guide* for your reference.
- 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.

We sincerely regret this incident. Protecting data privacy and security is a top priority for our company.

For more information regarding this incident, please contact us toll-free at 1-800-836-0473 or visit us at www.vendini.com/info.

Sincerely,

Mark Tacchi
President and CEO

Dear Valued Patron of Kirby Cultural Arts Complex,

6/4/2013

It is with great regret that we must inform you that our ticketing service, Vendini, detected an unauthorized intrusion into its systems that may have affected Kirby Patrons for a period beginning on June 21, 2012, and ending on May 21, 2013. Vendini provides box office and online ticketing services to hundreds of venues in the United States and Canada, including Kirby Cultural Arts Complex. 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 connection with this incident nationwide and all merchant service providers and credit card companies 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(s) who hacked the system. They have also engaged computer forensic and cyber security experts to commence an investigation. They implemented enhanced security measures designed to prevent a recurrence of this type of incident. It is important to note that Vendini was certified as Level 1 PCI compliant before this breach (and is still certified as such). This is the highest level of certification that can be achieved by a company processing credit cards and is the industry standard. Vendini is one of the few ticketing providers on the market today that have achieved Level 1 PCI compliance. 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 the Kirby and at Vendini 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 we have to offer. 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. We have enclosed a *Resources Guide* for your reference.
- Do NOT respond to any requests for sensitive personal information in relation to this incident. Vendini and the Kirby 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.

For more information regarding this incident, please see Vendini's message to patrons below or contact Vendini toll-free at 1-800-836-0473 or visit <http://blog.vendini.com/2013/05/statement-from-vendini-regarding.html?m=1>.

Once again we apologize for any undue stress or inconvenience that this incident may have caused. Thank you for your patronage at the Kirby and we look forward to serving you in the future.

Sincerely,
Erin Elizabeth Ganey, Director, Kirby Cultural Arts Complex
336-597-1709

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

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>

The NC Attorney General's Office has helpful information about preventing identity theft.

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 of 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.