



# 24x7

Hospitality Technology LLC

February 14, 2017

Matt Woods  
Select Restaurants, Inc.  
2000 Auburn Dr Suite 410  
Cleveland, OH 44122

Matt-

I am writing in follow-up to my correspondence of January 11, 2017 regarding a potential data security incident, which may involve your customer credit card information. The privacy of personal information is of utmost importance to 24x7 Hospitality Technology, LLC and we are devoting considerable time and resources to investigate this situation and ensure that you are informed. I want to update you on our investigation, provide results from the forensic analysis and describe the containment and eradication measures that have occurred since learning of the incident.

As you are aware, we were recently notified of a potential security incident that may have impacted our network. Upon learning of the issue, our incident response team promptly launched an investigation. As part of our investigation, we have been working very closely with one of the nation's leading cyber security firms that regularly investigates and analyzes these types of incidents.

Our external forensic firm has concluded that as a result of a sophisticated network intrusion through a remote access application, an unauthorized third party gained access to some, but not all, of 24x7 customers' systems and subsequently executed the PoSeidon malware variant. If your systems have been impacted by this malware, your customers' credit card data may be at risk due to the characteristics of this malware.

As part of the forensic investigation, AVG scans were conducted on all merchant systems to determine whether malware was executed on those systems. We have learned that not all merchant systems and terminals were actually logged into by the attacker. Where successful authentication was present, even then the malware was not always executed or created on those authenticated systems. For certain customers, however, authentication was successful and the malware was executed.

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**24x7 Hospitality Technology**  
1770 S. Randall Road, Suite A, PMB-228 Geneva, IL 60134  
{ 888-275-5735 [www.247ht.com](http://www.247ht.com)

Subsequent to the AVG scans being conducted on these systems, a manual review of the systems was performed to ensure there was no malware persistence. Application event logs and registry hives were also reviewed as needed. On the following page, please find a listing of each of your respective merchant entities and locations, impact start date (if applicable) and impact end date (if applicable). To the extent that authentication was not successful and/or the malware was not executed at the respective location(s), that information is noted on the attached document as well.

As of February 14, 2017, we can confirm that the identified malware has been contained and eradicated relative to the machines and terminals associated with the attached locations where the malware was confirmed as present.

Please accept my sincere apologies, on behalf of 24x7, that this incident occurred. Safeguarding the privacy and security of personal information is a top priority, and we continue to take proactive steps to strengthen our systems in light of these ongoing cyber threats.

If you would like to speak with us personally, please call Todd Baker or Deanne Deirmenjian at 888-275-5735 x2.

Sincerely,

*Todd Baker*

Todd Baker, Jr  
President  
24x7 Hospitality Technology, LLC



# 24-7

Impact Start	Impact End	Merchant Entity	Shipping Address
10/27/16	01/08/17	Select Restaurants, Inc.:Black Powder Tavern	c/o Black Powder Tavern 1164 Valley Forge Road Wayne PA 19087-1202
10/27/16	01/09/17	Select Restaurants, Inc.:Countyline Tavern	c/o Countyline Tavern 800 W. Lake Cook Road Buffalo Grove IL 60089-1977
10/27/16	01/12/17	Select Restaurants, Inc.:Parker's Blue Ash Tavern	c/o Parker's Blue Ash Tavern 4200 Cooper Road Cincinnati OH 45242-5556
10/27/16	01/05/17	Select Restaurants, Inc.:Parker's Lighthouse	c/o Parker's Lighthouse 435 Shoreline Village Drive Long Beach CA 90802-4550
10/27/16	01/05/17	Select Restaurants, Inc.:Parker's Restaurant & Bar	Parker's Restaurant & Bar 1000 31st Street Downers Grove IL 60515-1214
10/27/16	01/07/17	Select Restaurants, Inc.:Pier W	c/o Pier W 12700 Lake Avenue Lakewood OH 44107-1576
10/27/16	01/12/17	Select Restaurants, Inc.:Rusty Scupper - Baltimore, MD	Rusty Scupper - Baltimore 402 Key Highway Inner Harbor Marina Baltimore MD 21230-3973
10/26/16	01/10/17	Select Restaurants, Inc.:Top of the Hub	Top of the Hub 800 Boylston Street Prudential Tower - 52nd Floor Boston MA 02199-8001
10/26/16	01/06/17	Select Restaurants, Inc.:Winberie's - Oak Park, IL	c/o Winberie's 151 N. Oak Park Ave. Oak Park IL 60301-1303
10/26/16	01/10/17	Select Restaurants, Inc.:Winberie's - Princeton, NJ	Winberie's - Princeton One Palmer Square E Princeton NJ 08542-3718
10/26/16	01/06/17	Select Restaurants, Inc.:Winberie's - Summit, NJ	c/o Winberie's - Summit 2 Kent Place Boulevard Summit NJ 07901-1942

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