



THE HOUSTONIAN  
HOTEL, CLUB & SPA

July 8, 2014

Statement Regarding Electronic Data Breach

Today, The Houstonian Hotel, Club & Spa filed a criminal report with the Houston Police Department because of a breach of our digital security that has affected our credit card payment system. We have determined that Membership accounts, as well as the items and services charged to them, were not affected.

The Houstonian Hotel, Club & Spa has taken every step available to us to safeguard guest and member information and we wish to let the public know that we are carrying on with our long tradition of service and hospitality.

Specifically, on June 10, 2014, the U.S. Secret Service approached The Houstonian regarding a potential breach in our payment processing systems. We undertook immediate action to fully secure our customers' data. As of June 20, we had fully replaced and overhauled the breached systems, further restricted access to all our servers, and hired a data forensics firm to help us enhance our digital security.

While state and federal law enforcement investigations remain ongoing, our forensics security team has determined that an outside third party illegally penetrated our internal computer systems between December 28, 2013 and June 20, 2014. Credit card and payment information was compromised and stolen during this time. We have presented the forensic findings to law enforcement and will assist the authorities in any way that we can.

We are urging guests of The Houstonian who visited us during that time to please carefully review their accounts. We have also established a team of dedicated internal specialists to offer any assistance guests may need in remedying the situation and will be offering one year of complimentary credit monitoring service to those affected. We are committed to assisting our clients and customers and are making every effort to contact them directly about this incident.

Please direct media inquiries to:

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