



August 24, 2016

Dear Valued Burke Mountain Guest,

I am writing to you because of the security breach you were first alerted to on July 12, 2016. You received the notification because your purchase of a season pass fell between the periods of 6am Sunday, July 10th through 6:30pm Monday, July 11<sup>th</sup>. This was the time in which your credit card information may have been compromised. This letter is meant as a reminder to you to take steps to protect yourself but should not be taken as an indication of any new threat related to this very specific incident.

For our part we have taken steps to prevent further data breaches including updating our software with the latest and highest protections possible and put in place additional firewalls to protect data and our customers.

Below is a list of suggestions of how you can best protect yourself.

1. Review your bank, credit card and debit card account statements regularly and particularly over the next twelve to twenty-four months and immediately report any suspicious activity to your bank or credit company.
2. Monitor your credit reports with the major credit reporting agencies.

Equifax

1 800 685-1111

PO Box 740241

Atlanta, GA 30374-0241

[www.equifax.com](http://www.equifax.com)

Experian

1 888 397-3742

PO Box 2104

Allen, TX 75013

[www.experian.com](http://www.experian.com)

TransUnion

1 800 916-8800

PO Box 2000

Chester, PA 19022

[www.transunion.com](http://www.transunion.com)

Under Vermont law you are entitled to a free copy of your report every twelve months.

Call the credit reporting agency at the number listed if you find:

- Accounts you did not open.
  - Inquiries from creditors that you did not initiate.
  - Inaccurate personal information, such as home address and Social Security number.
3. If you do find suspicious activity on your credit reports or other statements, call your local law enforcement office and file a report of identity theft. Get a copy of the police report. You may need to give copies of this report to the creditors to help clear up your records, and also to access some services that are free to identity theft victims.
  4. If you find suspicious activity on your credit reports or on other account statements consider placing a fraud alert on your credit files so creditors will contact you before opening new accounts.

Burke Mountain  
223 Sherburne Lodge Road • East Burke • Vermont • 05832  
[infor@skiburke.com](mailto:infor@skiburke.com) (802)626-7300

5. Call any one of the three credit reporting agencies at the number below to place fraud alerts with the agencies.

|              |              |              |
|--------------|--------------|--------------|
| Equifax      | Experian     | TransUnion   |
| 888 766-0008 | 888 397-3742 | 800 680-7289 |

6. You may also get information about security freezes by contacting the credit bureaus at the following addresses:

Equifax

[www.freeze.equifax.com/freeze/jsp/sff\\_personalldinfo.jsp](http://www.freeze.equifax.com/freeze/jsp/sff_personalldinfo.jsp)

Experian

[www.experian.com/consumer/security\\_freeze.html](http://www.experian.com/consumer/security_freeze.html).

TransUnion

[www.transunion.com/corporate/personal/fraudidentitytheft/fraudprevention/securityfreeze.page](http://www.transunion.com/corporate/personal/fraudidentitytheft/fraudprevention/securityfreeze.page)

If you do not have internet access but would like to learn more about how to place a freeze on your credit report, contact the Vermont Attorney General's Office at 802 656-3183. ( 1 800 649-2424 toll free in Vermont only.)

7. Even if you do not find suspicious activity on your credit report or other account statements it is important that you check your credit report for the next two years. Just call one of the numbers listed in paragraph two above to order your reports or to keep a fraud alert in place.

Helpful information about fighting identity theft, placing a security freeze, and obtaining a free copy of your credit report is available on the Vermont Attorney General's website at

<http://www.ago.vermont.gov>. Another helpful resource is the Federal Trade Commission website, <http://www.ftc.gov/bcp/edu/microsites/idtheft/>.

We value your business and the relationships we have with all of our guests. If there is anything I can do to assist you please feel free to contact me at 802 626-7365. Thank you for your commitment to Burke Mountain. Everyone here looks forward to welcoming you back this winter season!

Sincerely,

Kevin Mack  
Director of Resort Operations  
Burke Mountain Resort

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[infor@skiburke.com](mailto:infor@skiburke.com) (802)626-7300