



# Security Department Threat Intelligence Group

**Date: 30 November 2018**

## *Stayed at Marriott? Tips and information to protect your information*

### Overview

Recently, Marriott/Starwood announced a security incident. For approximately 327 million of these guests, the information copied from the Starwood guest reservation database includes names, mailing addresses, phone numbers, email addresses, passport numbers, Starwood Preferred Guest account information, dates of birth, gender, arrival and departure information, reservation dates, and communication preferences. The combination of information varies by guest. For some individuals, the information copied also included payment card numbers and payment card expiration dates, but the payment card numbers were encrypted using Advanced Encryption Standard encryption (AES-128). There are two components needed to decrypt the payment card numbers, and at this point Marriott has not been able to rule out the possibility that both were taken. This applies if a reservation was made before September 10, 2018 at a Starwood property.

Tips for guests from Marriott/Starwood:

Marriott has taken the following steps to help guests monitor and protect their information:

- Dedicated Website and Call Center - We have established a dedicated website ([info.starwoodhotels.com](http://info.starwoodhotels.com)) and call center to answer questions you may have about this incident. The frequently-asked questions on [info.starwoodhotels.com](http://info.starwoodhotels.com) may be supplemented from time to time. The call center is open seven days a week and is available in multiple languages. Call volume may be high, and we appreciate your patience.
- Email Notification - Marriott will begin sending emails on a rolling basis starting today, November 30, 2018, to affected guests whose email addresses are in the Starwood guest reservation database.
- Free WebWatcher Enrollment - Guests are encouraged to enroll in WebWatcher if it is available in your country. Guests from the United States who enroll in WebWatcher will also be provided fraud consultation services and reimbursement coverage free of charge.

Public

Other steps Marriott recommends to guest potential hit in the breach:

- Monitor your Starwood Preferred Guest account for suspicious activity.
- Change your password. Do not use easily guessed passwords or the same passwords for multiple accounts.
- Review your credit card statements for unauthorized activity and immediately report any to your bank.

*Note: Starwood brands include: W Hotels, St. Regis, Sheraton Hotels & Resorts, Westin Hotels & Resorts, Element Hotels, Aloft Hotels, The Luxury Collection, Tribute Portfolio, Le Méridien Hotels & Resorts, Four Points by Sheraton and Design Hotels that participate in the Starwood Preferred Guest (SPG) program. Starwood branded timeshare properties are also included.*