

## **Notice of Data Security Incident Turtle Wax Car Wash & Appearance Centers**

ADDISON, ILLINOIS, April 6, 2017 – Turtle Wax Car Wash & Appearance Centers was informed on March 27, 2017 that its point-of-sale system for its car wash and appearance center locations in Bloomingdale, Illinois and Crystal Lake, Illinois experienced intrusions last month. The point-of-sale systems at these two locations are operated by a third-party platform provider, DRB Systems, LLC, and this provider experienced the intrusion.

Because our third party provider processes all data elements of personal information, Turtle Wax Car Wash & Appearance Centers does not gather, store, license or sell any personal information and therefore, its data storage was not compromised. However, in the interests of keeping our customers informed and to assure our customers that our third party provider has taken the steps to determine the scope of the intrusion and restore the reasonable integrity, security and confidentiality of the provider's data system, we provide this notice pursuant to the Illinois Personal Information Protection Act, 815 ILCS 530/1 to 530/25.

To date, the investigation indicates that the intruder placed malware on the point-of-sale systems operated and maintained by our third party platform provider, and by doing so gained access to payment card data, including the cardholder's first and last name, payment card number, and security code of our customers at the Bloomingdale and Crystal Lake car wash and appearance center locations during specific periods of time.

**If you used a payment card at the Bloomingdale location between the dates of February 22, 2017 and March 1, 2017 or at the Crystal Lake location between the dates of February 22, 2017 and February 27, 2017, your payment card information may be at risk.** Because we are unable to determine contact information for each customer whose information may be at risk, we are notifying our customers of this risk in this Substitute Notice.

### **What information was involved?**

For those customers who used a payment card at either of these locations between the dates of set out above, the intruder had access to information that included the cardholder's first and last name, card number and security code.

### **What are we doing?**

Turtle Wax Car Wash & Appearance Centers has worked with our third-party platform provider to remove the malware from its systems and our provider is actively monitoring the platform to safeguard personal information.

We have arranged to have Kroll, a global leader in risk mitigation and response, provide affected customers with complimentary credit monitoring services for 12 months to help alleviate any concerns affected customers may have. Our customers may visit <http://activate.kroll.com> to enroll in this product. Our customers may also call 1-855-223-7528 if they have questions about this incident and for more information about the identity protection product.

## What you can do.

To protect yourself from the possibility of identity theft, we recommend that you immediately contact your credit or debit card company and inform them that your card information may have been compromised, so that they can issue you a replacement card. We suggest that you remain vigilant and review your banking and card statements as well as credit reports, and report any suspicious activity to the relevant financial institution.

You should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission. You can also contact these sources about steps you can take to avoid identity theft.

The Illinois Attorney General can be contacted through the Attorney General's toll-free Identity Theft Hotline at 1-866-999-5630, through its website, [www.illinoisattorneygeneral.gov](http://www.illinoisattorneygeneral.gov), or at its offices at Consumer Fraud Bureau, 500 South Second Street, Springfield, IL 62701.

To contact the Federal Trade Commission and file a complaint, go to [www.ftc.gov](http://www.ftc.gov) or call 1-877-ID-THEFT (877-438-4338). The address of the Federal Trade Commission is 600 Pennsylvania Avenue, Washington, DC 20580.

Any affected customers can also contact any of the following three major consumer reporting agencies to monitor your credit report for any suspicious activity and for information about fraud alerts and security freezes:

<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
Phone: 800-525-6285 P.O. Box 740241 Atlanta, GA 30374 <a href="http://www.equifax.com">www.equifax.com</a>	Phone: 888-397-3742 P.O. Box 9532 Allen, TX 75013 <a href="http://www.experian.com">www.experian.com</a>	Phone: 800-680-7289 P.O. Box 6790 Fullerton, CA 92834 <a href="http://www.transunion.com">www.transunion.com</a>

You should immediately notify these credit agencies if your credit report shows anything suspicious.

You can order a free copy of your credit report by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com), calling 877-322-8228, or completing the Annual Credit Report Form on the Federal Trade Commission website at <http://www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf>.

## For more information.

If you have questions regarding this incident please call the DRB Systems, LLC Identity Monitoring Hotline at 1-855-223-7528, Monday through Friday from 8:00 a.m. to 5:00 p.m. Central Time.

We take consumers' privacy very seriously and are doing everything in our power to enhance our systems and security processes and to ensure that this type of incident will not again occur.

Media Contact: Jim Jarach, Turtle Wax Car Wash & Appearance Centers, 1-800-999-9274 (1-800-999-WASH), [jjarach@turtlewax.com](mailto:jjarach@turtlewax.com)