



Unauthorized Charges on Certain Payment Cards

Houston, TX - December 17, 2015 – Landry's, Inc. recently received reports of unauthorized charges on certain payment cards after the cards were used legitimately at some of our restaurants. We immediately began an investigation after receiving these reports and have engaged a leading cybersecurity company to investigate this matter. We are also working with our processor and payment card networks.

We want to assure our customers that protecting their payment card information is a top priority and are working non-stop to complete the investigation. System changes that we began implementing even before we were apprised of the reports of unauthorized usage have already been made, both to the specific restaurants where the suspect activity occurred as well as the overwhelming majority of our restaurants. The new, enhanced payment system encrypts the card data throughout our processing system.

Even though we will not know the full scope of this incident until the investigation is completed, we will work vigilantly to address any potential issues that may affect our customers.

Individuals that timely report unauthorized charges to the bank that issued the card are generally not responsible for such unauthorized charges. Accordingly, we encourage all consumers to follow good practices by regularly reviewing their payment card accounts and timely reporting unauthorized charges.

Based on the information available to us at this time, we are taking these reports seriously. We felt it important to avoid misinformation and wanted to alert our customers in an abundance of caution. Our customers are our priority and we regret any inconvenience this may cause.

Frequently Asked Questions

What information may have been affected?

Our investigation is ongoing, but based on reports to date it appears that this issue may involve the data contained in the magnetic stripe on the back of payment cards. Information in the magnetic stripe generally includes a cardholder's name, card number, expiration date, and internal verification code.

What can I do if my card might be affected?

Landry's advises you to monitor your account statements for unauthorized charges. You should immediately contact the bank, credit union or other financial institution that issued your payment card if you see any unauthorized charges. The phone number to call is usually on the back of the card. The

payment card companies typically guarantee that cardholders will not be responsible for unauthorized charges that are timely reported.

How many customers were affected? What is the timing of the attack?

We are working non-stop to complete the investigation. Even though we will not know the scope of this incident until then, we will work vigilantly to address any potential issues that may affect our customers.

What have we been doing to enhance the security of our payment card systems?

Well before we learned of this, Landry's began implementing end-to-end encryption at its locations, which means that card data is encrypted when it is swiped and it remains encrypted throughout our system. We began implementing end-to-end encryption even before we received these reports and approximately 92% of our locations have been converted.

Will someone steal my identity?

Stolen payment card information is generally used to make fraudulent charges and not for true identity theft. You should inspect your payment card statement regularly and if you suspect your card may have been compromised, you should immediately contact your bank, credit union or other financial institution.