



November 25, 2011

We recently determined that unauthorized individuals obtained credit and debit card information from cards used in our stores. You are receiving this letter because we believe your credit or debit card information was among the information obtained. This letter explains actions we have taken in response to this incident and describes some actions you can take to protect yourself against fraud.

The information obtained: Computer forensic investigators we hired to investigate the incident currently believe that unauthorized persons obtained the names of cardholders, credit or debit card numbers, card expiration dates, and verification codes that were on the magnetic stripes of credit and debit cards used at our stores from September 21 through November 18, 2011.

Actions we have taken: We learned on November 9 that some of our customers had experienced credit card fraud after they used their cards at one of our stores. We hired Trustwave, a leading computer forensic firm, on November 10 to investigate. By November 18, Trustwave investigators had determined how the incident occurred and had taken steps to block further disclosures. At this time, Trustwave investigators continue their investigation and they will take any necessary additional steps to eliminate the threat of any further disclosures. Trustwave and our Information Technology staff reviewed the safeguards we use to protect card information and made appropriate changes to improve the security measures we use to protect card information. We notified all the major card brands and provided information about potentially compromised accounts. The card brands, in turn, notified card-issuing financial institutions who can take steps to protect cardholders through enhanced fraud monitoring or by reissuing cards.

Actions you should take: To protect yourself from possible fraudulent charges, you should contact officials at your card issuer immediately by calling the toll-free number on the back of your card or on your monthly statement, tell them you have received this letter, and ask them to cancel and reissue the card. You should also closely review the statements for any credit or debit card you used at one of our stores between September 21 and November 18, 2011. You should immediately notify the bank or financial institution that maintains the card account of any unauthorized charges. Most banks or financial institutions will reimburse your account for any fraudulent charges.

You should refuse to provide information to anyone who calls or emails you to ask you for confidential information. Such calls and emails are known as "phishing." Fraud perpetrators may ask you for bank account information, credit card numbers, or your PIN. Banks and legitimate businesses will not call or email you to ask for such information.

You can contact one of the three major credit reporting agencies at:

Equifax Fraud Reporting
1-800-525-6285

Experian Fraud Reporting
1-888-397-3742

TransUnion Fraud Reporting
1-800-680-7289

• Jetro/Restaurant Depot • 1524 132nd St • College Point, NY 11356 • (718) 762-8700

P.O. Box 740241
Atlanta, GA 30374-0241
www.equifax.com

P.O. Box 9532
Allen, TX 75013
www.experian.com

Fraud Victim Assistance Division
P.O. Box 6790
Fullerton, CA 92834-6790
www.transunion.com

Additional information, including information about how to prevent identity theft, is available from the Federal Trade Commission (FTC). You can contact the FTC at 600 Pennsylvania Avenue, NW, Washington, DC 20580, www.consumer.gov/idtheft or 1-877-438-4338. If you become a victim of identity theft, you should report it to the police. If you file a police report, you may obtain a copy of the report from the police.

You may also place a freeze on your credit records by contacting the three national credit reporting bureaus listed above in writing to place the freeze. If you implement a freeze, someone who acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. Keep in mind that if you place a freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily suspend or permanently remove the freeze. The cost to place such a freeze in Massachusetts is up to \$5.00 for each credit reporting agency. You will also have to pay a fee of up to \$5.00 to each agency to temporarily suspend or to remove the freeze. If you are a victim of identity theft and file a report with your local law enforcement agency or submit an ID Theft Complaint Form with the Federal Trade Commission, there may be no charge to place the freeze.

Reimbursement and other services we will provide: If you are required to pay any fraudulent charges on your credit or debit card, or if your bank charges you a fee to replace your credit or debit card, or if the acquisition of your card information by unauthorized persons causes you to have to pay any other costs, please contact ID Experts® at the number below. We have contracted with ID Experts to provide counseling and recovery services to our customers who have been affected by the incident. ID Experts, and possibly an insurance investigator, will investigate any costs you incur due to the incident that are not reimbursed by your bank. Jetro/Restaurant Depot will reimburse you for any such costs you reasonably incur, either through insurance it has purchased or directly.

We are also offering you a membership in ID Experts' FraudStop™ Basic Edition, at our expense. The membership provides individuals with 12 months of benefits. ID Experts will keep FraudStop members up-to-date on new identity theft scams, tips for protection, legislative updates, and other topics. Members will also have access to the ID Experts' team and the online resource center for news, education, and advisory services.

Contact number for assistance and further information: Representatives from ID Experts have been fully informed about the incident at Jetro/Restaurant Depot. They can answer your questions and respond to concerns you may have regarding the incident. They are available to assist you and to enroll you in the FraudStop program Monday through Friday from 9 a.m. to 9 p.m. Eastern Time. You can reach them by calling **1-877-819-8914**. Please have your Jetro/Restaurant Depot membership number available. You may also register for the free ID Experts FraudStop membership by visiting www.idexpertscorp.com/J-RDEenroll.

We regret any inconvenience or concern the theft may have caused you.

Sincerely,

Stanley Fleishman
CEO