Frequently Asked Questions

1. **Were all the restaurants affected**?

No. The information available to date indicates that less than 20% of the restaurants have potentially been affected. The following is a list of those restaurants that were potentially affected. We will update this list if necessary**.**

Name	Street Address	City	State
1. Penn Station S 6th	605 S. 6th Street	Champaign	IL
2. Penn Station #184	1126 Collinsville Crossing	Collinsville	IL
3. Penn Station Danville	2 E. Main St. Suite	Danville	IL
4. Penn Station #168	2085 W. Hwy. 50	Fairview Heights	IL
5. Penn Station Brownsburg	331 West Northfield Dr.	Brownsburg	IN
6. Penn Station Columbus IN	1310 National Road #B	Columbus	IN
7. Penn Station Illinois Rd.	4916 Illinois Rd. Suite 108	Fort Wayne	IN
8. Penn Station #9	10065 E. Washington St.	Indianapolis	IN
9. Penn Station S Port	6810 S. Emerson Ave.	Indianapolis	IN
10. Penn Station #4	4820 W. 57th St.	Indianapolis	IN
11. Penn Station 3	3310 Hwy. 62	Jeffersonville	IN
12. Penn Station W. Lafayette	1570 Win Hentschel Blvd.	West Lafayette	IN

13. Penn Station FW	3449 Valley Plaza Pkwy	Ft. Wright	KY
14. Penn Station Hebron	2010 North Bend Rd.	Hebron	KY
15. Penn Station Todds	3090 Todds Rd.	Lexington	KY
16. Penn Station FC	6525 Bardstown Rd.	Louisville	KY
17. Penn Station RR	285 Richwood Rd.	Walton	KY
18. Penn Station Kalamazoo	4630 W. Main Street	Kalamazoo	MI
19. Penn Station Westland	8425 N. Wayne Rd.	Westland	MI
20. Penn Station Chester	480 The Boulevard	Chesterfield	MO
21. Penn Station Wentzville	1780 Wentsville Pkwy	Wentzville	MO
22. Penn Station AA	1363 Ohio Pike	Amelia	OH
23. Penn Station Vine	8406 Vine Street	Cincinnati	OH
24. Penn Station Eastgate	867 Eastgate N. Dr.	Cincinnati	OH
25. Penn Station Bethel Rd.	775 Bethel Rd.	Columbus	OH
26. Penn Station North High	1980 N. High Street	Columbus	OH
27. Penn Station W5	1257 W. 5th Ave.	Columbus	OH
28. Penn Station Howe	753 Howe Ave. Suite B	Cuyahoga Falls	OH
29. Penn Station BS	1159 Brown Street	Dayton	OH
30. Penn Station HM	2921 Harshman	Dayton	OH

31. Penn Station – KR	8929 Kingsridge Dr.	Dayton	OH
32. Penn Station BB	7144 Wilmington Pike	Dayton	OH
33. Penn Station BC	3800 Colonel Glenn Hwy #100	Fairborn	OH
34. Penn Station Fairlawn	3737 W. Market St.	Fairlawn	OH
35. Penn Station Gahanna	364 S. Hamilton Rd.	Gahanna	OH
36. Penn Station #8	6752 Cincinnati Dayton Rd.	Liberty Township	OH
37. Penn Station Perrysburg	10015 Freemont Pike	Perrysburg	OH
38. Penn Station Monroe	4798 Monroe St.	Toledo	OH
39. Penn Station East Coast Subs	4815 Centre Suite 102	Pittsburgh	PA
40. Penn Station	1632 Memorial Blvd	Murfreesboro	TN
41. Penn Station MacCorkle	4000 MacCorkle Ave. SE	Charleston	WV
42. Penn Station South Charleston	2478 Mountaineer Blvd.	Charleston	WV
43. Penn Station Scott Depot	2003 Great Teays Blvd.	Scott Depot	WV

2.   **What personal information may have been accessed**?

Name and credit and debit card information**.**

3.   **When did this apparent breach happen**?

Upon learning of the possibility of unauthorized access, we hired and worked with experts in data breach investigations who are still in the process of examining data, but have now found indications that unauthorized access did occur at some of the restaurants and that such access likely commenced at the beginning of March. In addition, upon learning of the possibility of unauthorized access to credit and debit card information, ALL of the individual owners of the Penn Station restaurants changed the method for processing credit and debit card transactions. Based on the actions taken when Penn Station owners first learned of the possibility of unauthorized access, if you visited one of the above Penn Station restaurants during the time period from the beginning of March to the end of April and used a credit or debit card to pay for your purchase, you should be alert for the possibility of fraudulent charges on your credit or debit card.

4.   **What are you doing so it doesn't happen again**?

Upon learning of a possibility of unauthorized access at some of the restaurants, the owners of the restaurants took prompt steps to implement changes to the method for processing credit and debit cards at each restaurant to stop the possible unauthorized access. These changes were made at ALL Penn Station restaurants, and included restaurants even where there was no evidence of possible unauthorized access.

 5.   **Will I receive any additional information or updates**?

As indicated above, if we learn of more restaurants that were affected, we will update the list noted above.

6.   **If I have additional questions, who can I contact at Penn Station?**

These FAQ's provide the information that we have at this time. Penn Station will update these FAQ's if more information becomes available that is pertinent to assisting consumers with this matter. You may also contact us Monday through Friday from 9 a.m. to 4 p.m. eastern at 1-513-474-5957.

7.   **Is there anything I can do?**

If you do find suspicious activity on your credit or debit card or in your credit report, call the bank that issued your card to report the unauthorized charges immediately.

We understand that you may want more information on other actions you might consider. Additional information generally about data breaches can be obtained from the Federal Trade Commission by contacting the agency toll-free at 1-877-ID-THEFT (438-

4338) (TTY: 1-866-653-4261), or writing to Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

A free copy of your credit report can be obtained from each of the credit bureaus once a year by going to http://www.annualcreditreport.com online, or calling toll free 877-322-8228. Hearing impaired consumers can access TDD service at 877-730-4104. You should monitor these reports. You may also place a fraud alert or security freeze on your credit report by contacting the credit bureaus as listed below.

Equifax	Experian	TransUnion
P.O. Box 740241	P.O. Box 9554	P.O. Box 6790
Atlanta, GA 30374	Allen, TX 75013	Fullerton, CA 92834
888-766-0008	888-397-3742	800-680-7289
www.equifax.com	www.experian.com	www.transunion.com