

## Data Security Notice

Dear Valued Guests:

We want to be in touch with you regarding a recent incident that may have involved access to your payment card information.

### **What Happened**

On November 28, 2018, we identified unusual activity on our network through our information security monitoring processes. Upon identifying this issue, we began working with Mandiant, a leading cyber security firm, to understand the scope of the incident and determine whether there had been any unauthorized access. On November 30, 2018, Mandiant reported that it detected unauthorized access to our point of sale systems, exposing some of our customers' data. Mandiant worked with us to contain the breach and ensure that the unauthorized access was stopped immediately. At this time, we are confident that the breach has been contained.

### **What Information Was Involved**

If you visited any of our company-owned Caribou locations (**see Appendix A for a list**) between August 28, 2018 and December 3, 2018, there is a possibility that your name and credit card information, including card number, expiration date and card security code may have been accessed as a result of this unauthorized activity. Payments made through your Caribou Coffee Perks account or other loyalty account were not affected. Any catering orders placed online with Bruegger's Bagels, Einstein Bros. Bagels, Manhattan Bagel and Noah's NY Bagels were also not affected by this breach.

### **What Are We Doing?**

We are using Mandiant because of its expertise in data forensics and data security matters to conduct an investigation. We also have contacted and are in close coordination with the F.B.I. and are cooperating with its ongoing review. Please be assured that we are closely monitoring our systems, data, and account access as we always do. Additionally, we are making the necessary changes to strengthen our network against any future attacks, and improve our payment systems to protect your information going forward. We also are in regular communication with the credit card companies and will provide them with the information necessary to notify the banks that may have issued the affected payment cards.

### **What You Can Do**

To determine whether you may have been affected by this security breach, we recommend that you review the list of potentially affected locations (**see Appendix A for a list**) and review your credit and debit card statements for any unauthorized charges. If you think you have been affected, please contact your debit or credit card company to report the potential unauthorized activity.

We also encourage customers to remain vigilant by reviewing your account statements as well as your credit report for any unauthorized activity.

### **For More Information**

If you need more information about the breach or have other questions please call our toll free hotline number (877) 698 3760, Monday through Friday, from 9:00 a.m. to 9:00 p.m. EST and weekends from 9:00 a.m. to 5:00 p.m. EST or email us at [inquiries@cariboucoffee.com](mailto:inquiries@cariboucoffee.com) and we will work with you on next steps.

We sincerely apologize that this breach occurred and assure you that our team is working to help prevent data security issues from occurring in the future. The privacy and security of your information is very important to us and we remain committed to doing everything we can to maintain the confidentiality of your information. We appreciate your patience and loyalty as a customer.

Sincerely,

John Butcher  
President, Caribou Coffee

## **MORE INFORMATION ABOUT PREVENTING IDENTITY THEFT AND WAYS TO PROTECT YOURSELF**

Visit <http://www.experian.com/credit-advice/topic-fraud-and-identity-theft.html> for general information regarding identity protection. You can obtain additional information about fraud alerts, security freezes, and preventing identity theft from the Federal Trade Commission by calling its identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information online at <https://www.consumer.ftc.gov/features/feature-0014-identity-theft>. Federal Trade Commission, Division of Privacy and Identity Protection, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

| <b>National Consumer Reporting Agencies Contact Information</b> |  |  |
|---|--|--|
| <b>TransUnion</b>   | <b>Experian</b>  | <b>Equifax</b>                                       |
| <b>P.O. Box 2000</b>  | <b>P.O. Box 9554</b>                                   | <b>P.O. Box 105788</b>                               |
| <b>Chester, PA 19022</b>  | <b>Allen, TX 75013</b>                                 | <b>Atlanta, GA 30348</b>                             |
| <b>1-888-909-8872</b>   | <b>1-888-397-3742</b>                                  | <b>1-800-685-1111</b>                                |
| <a href="http://www.transunion.com">www.transunion.com</a>      | <a href="http://www.experian.com">www.experian.com</a> | <a href="http://www.equifax.com">www.equifax.com</a> |

You can get information about fraud alerts and security freezes from the FTC and the Consumer Reporting Agencies.

### **Obtain Your Credit Report**

You should also monitor your credit reports. You may periodically obtain your credit reports from each of the national consumer reporting agencies. If you discover inaccurate information or a fraudulent transaction on your credit report, you have the right to request that the consumer reporting agency delete that information from your credit report file.

In addition, under federal law, you are entitled to one free copy of your credit report every 12 months from each of the three nationwide consumer reporting agencies listed above. You may obtain a free copy of your credit report by going to <http://www.AnnualCreditReport.com> or by calling (877) 322-8228. You also may complete the Annual Credit Report Request Form available from the FTC at <http://www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf>, and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

### **State Specific Information**

**IOWA residents:** You may contact the Iowa Attorney General's Office to report suspected incidents of identity theft. This Office can be reached at:

Office of the Attorney General of Iowa  
Hoover State Office Building  
1305 E. Walnut Street  
Des Moines, IA 50319  
[www.iowaattorneygeneral.gov](http://www.iowaattorneygeneral.gov)  
(515) 281-5164

**NORTH CAROLINA residents:** You may also obtain information about preventing and avoiding identity theft from the North Carolina Attorney General's Office. This office can be reached at:

North Carolina Department of Justice  
Attorney General's Office  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
[www.ncdoj.gov](http://www.ncdoj.gov)  
(919) 716-6400

## Appendix A

| <b>Store</b>                                     | <b>City</b>     | <b>State</b> |
|--|-----------------|--------------|
| East Colfax & Potomac (Fitzsimmons)              | Aurora          | CO           |
| Cherry Hills                                     | Cherry Hills    | CO           |
| 16th Street Mall                                 | Denver          | CO           |
| Meridian Business Park (Lincoln & Peoria)        | Englewood       | CO           |
| Denver West                                      | Lakewood        | CO           |
| Westminster-120th & Federal                      | Westminster     | CO           |
| Westminster Promenade (Drive thru)               | Westminster     | CO           |
| Gulf to Bay Blvd                                 | Clearwater      | FL           |
| 10th & Piedmont                                  | Atlanta         | GA           |
| SunTrust Garden                                  | Atlanta         | GA           |
| Peachtree & Piedmont                             | Atlanta         | GA           |
| Peachtree Center                                 | Atlanta         | GA           |
| SunTrust Plaza                                   | Atlanta         | GA           |
| Oralabor Road                                    | Ankeny          | IA           |
| Cedar Falls                                      | Cedar Falls     | IA           |
| Clive-Univ & 128th                               | Clive           | IA           |
| Coralville                                       | Coralville      | IA           |
| Des Moines-Ingersoll                             | Des Moines      | IA           |
| Sioux City                                       | Sioux City      | IA           |
| Valley West Mall                                 | West Des Moines | IA           |
| Shawnee Mission Pkwy                             | Merriam         | KS           |
| Albertville                                      | Albertville     | MN           |
| Alexandria                                       | Alexandria      | MN           |
| Nokomis Square                                   | Alexandria      | MN           |
| Andover Marketplace East                         | Andover         | MN           |
| Round Lake Blvd                                  | Anoka           | MN           |
| Anoka  | Anoka           | MN           |
| Apple Valley                                     | Apple Valley    | MN           |
| Arden Hills                                      | Arden Hills     | MN           |
| Grizzley's Center - Baxter                       | Baxter          | MN           |
| Bemidji  | Bemidji         | MN           |
| Big Lake Town Square                             | Big Lake        | MN           |
| 242 & 65   | Blaine          | MN           |
| Lexington & I-35                                 | Blaine          | MN           |
| Springbrook                                      | Blaine          | MN           |
| Blaine-105th                                     | Blaine          | MN           |
| Mall of America – 3 <sup>rd</sup> Floor South    | Bloomington     | MN           |
| Lunds - Bloomington                              | Bloomington     | MN           |
| Mall of America II – 1 <sup>st</sup> Floor North | Bloomington     | MN           |
| France & Old Shakopee                            | Bloomington     | MN           |

|  |                 |    |
|--|-----------------|----|
| Bloomington-8000 Tower                           | Bloomington     | MN |
| Mall of America III- 2 <sup>nd</sup> Floor North | Bloomington     | MN |
| Penn & 79th                                      | Bloomington     | MN |
| MOA-Skyway – 2 <sup>nd</sup> Floor South         | Bloomington     | MN |
| Brainerd   | Brainerd        | MN |
| Brooklyn Center-100/France Av N                  | Brooklyn Center | MN |
| Brooklyn Park- Edinburgh                         | Brooklyn Park   | MN |
| 81/Brooklyn Blvd                                 | Brooklyn Park   | MN |
| 610 & Zane (Park Place Promenade)                | Brooklyn Park   | MN |
| Byerlys - Burnsville                             | Burnsville      | MN |
| Burnsville – Wood Park Crossing                  | Burnsville      | MN |
| Burnsville Center                                | Burnsville      | MN |
| Burnsville-Nicollet And Burnsville Pky           | Burnsville      | MN |
| Burnsville-Town & Country                        | Burnsville      | MN |
| Cambridge  | Cambridge       | MN |
| Champlin (Hwy 169 & Elm Creek Pkwy)              | Champlin        | MN |
| Byerlys - Chanhassen                             | Chanhassen      | MN |
| Chanhassen                                       | Chanhassen      | MN |
| Chaska Pioneer                                   | Chaska          | MN |
| Chaska   | Chaska          | MN |
| Coon Rapids - Riverdale                          | Coon Rapids     | MN |
| Hanson Blvd                                      | Coon Rapids     | MN |
| Hanson Blvd & Gateway Drive                      | Coon Rapids     | MN |
| Cottage Grove                                    | Cottage Grove   | MN |
| Crystal Shopping Center                          | Crystal         | MN |
| Detroit Lakes-Downtown Crossing                  | Detroit Lakes   | MN |
| Duluth-Stoneridge                                | Duluth          | MN |
| Duluth-Canal Park                                | Duluth          | MN |
| Duluth-Miller Hill Mall                          | Duluth          | MN |
| Duluth-Supervalu                                 | Duluth          | MN |
| Eagan Cliff Rd                                   | Eagan           | MN |
| Byerlys - Eagan                                  | Eagan           | MN |
| Eagan-Duckwood                                   | Eagan           | MN |
| Thomson Reuters                                  | Eagan           | MN |
| Eagan – Highway 55                               | Eagan           | MN |
| Eden Prairie – West 78 <sup>th</sup> Street      | Eden Prairie    | MN |
| Eden Prairie Center                              | Eden Prairie    | MN |
| Eden Prairie SW Station                          | Eden Prairie    | MN |
| Eden Prairie-Leona & Highway 212                 | Eden Prairie    | MN |
| Byerly's-Eden Prairie                            | Eden Prairie    | MN |
| Edina – 44 <sup>th</sup> and France              | Edina           | MN |
| Byerlys - Edina                                  | Edina           | MN |
| Rue de France                                    | Edina           | MN |

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|--|---------------------|----|
| Southdale Cart                         | Edina               | MN |
| 50th & France                          | Edina               | MN |
| 169 & Bren                             | Edina               | MN |
| Yorkdale                               | Edina               | MN |
| Lunds - 50th & France                  | Edina               | MN |
| Elk River                              | Elk River           | MN |
| Elk River-Coborns                      | Elk River           | MN |
| Carson Street Station                  | Elk River           | MN |
| Byerlys - Golden Valley                | Golden Valley       | MN |
| General Mills                          | Golden Valley       | MN |
| Grand Rapids Center                    | Grand Rapids        | MN |
| Hastings                               | Hastings            | MN |
| Hibbing Marketplace                    | Hibbing             | MN |
| Hopkins                                | Hopkins             | MN |
| Inver Grove Heights - Cahill & Concord | Inver Grove Heights | MN |
| Inver Grove Hts-Upper 55th & Blaine    | Inver Grove Heights | MN |
| Lakeville-Hwy 50                       | Lakeville           | MN |
| Lakeville Cedar & Dodd                 | Lakeville           | MN |
| Lakeville Timbercrest (Super Target)   | Lakeville           | MN |
| Lino Lakes                             | Lino Lakes          | MN |
| Little Canada                          | Little Canada       | MN |
| Long Lake                              | Long Lake           | MN |
| Mankato                                | Mankato             | MN |
| Mankato Mall                           | Mankato             | MN |
| University Square                      | Mankato             | MN |
| Maple Grove                            | Maple Grove         | MN |
| Byerlys - Maple Grove                  | Maple Grove         | MN |
| 494/Bass Lake Rd                       | Maple Grove         | MN |
| Arbor Lakes                            | Maple Grove         | MN |
| Dunkirk Square                         | Maple Grove         | MN |
| Maplewood Mall                         | Maplewood           | MN |
| Mapleridge Center                      | Maplewood           | MN |
| Maplewood                              | Maplewood           | MN |
| Rice & Larpenteur (Drive thru)         | Maplewood           | MN |
| Clydesdale Marketplace                 | Medina              | MN |
| Mendota Heights Town Center            | Mendota Heights     | MN |
| Gaviidae                               | Minneapolis         | MN |
| Cambell Mithun Tower                   | Minneapolis         | MN |
| Lunds - Uptown                         | Minneapolis         | MN |
| Lake & Excelsior                       | Minneapolis         | MN |
| Baker Center                           | Minneapolis         | MN |
| 22nd & Hennepin                        | Minneapolis         | MN |
| 50 S. 6th St (Dorsey Tower)            | Minneapolis         | MN |

|                                      |             |    |
|--------------------------------------|-------------|----|
| US Bancorp                           | Minneapolis | MN |
| US Bank Plaza                        | Minneapolis | MN |
| 46th & Nicollet                      | Minneapolis | MN |
| 5th & Washington                     | Minneapolis | MN |
| Minneapolis-5th St. Towers           | Minneapolis | MN |
| The Quarry                           | Minneapolis | MN |
| Airport-Humphrey Terminal            | Minneapolis | MN |
| Lunds - Central & University         | Minneapolis | MN |
| Stadium Village                      | Minneapolis | MN |
| Cedar & Minnehaha                    | Minneapolis | MN |
| Oracle Centre                        | Minneapolis | MN |
| Gaviidae II – RBC Plaza              | Minneapolis | MN |
| Lunds - Downtown                     | Minneapolis | MN |
| Terminal 2-Humphrey-Post-Security    | Minneapolis | MN |
| Target Field Station                 | Minneapolis | MN |
| Byerlys - Ridgedale                  | Minnetonka  | MN |
| Ridgedale Kiosk                      | Minnetonka  | MN |
| West Ridge Plaza                     | Minnetonka  | MN |
| Glenhaven                            | Minnetonka  | MN |
| Cty Rd 101 & Minnetonka Blvd         | Minnetonka  | MN |
| Lunds - Hopkins Crossroad & Hwy 7    | Minnetonka  | MN |
| Shady Oak 2-Mntka Crossings          | Minnetonka  | MN |
| 7 HI                                 | Minnetonka  | MN |
| Monticello                           | Monticello  | MN |
| Union Crossing                       | Monticello  | MN |
| Mound-Shoreline Drive                | Mound       | MN |
| Mounds View                          | Mounds View | MN |
| New Hope                             | New Hope    | MN |
| 36th & 169                           | New Hope    | MN |
| North Oaks                           | North Oaks  | MN |
| Northfield-Shoppes At Westside Plaza | Northfield  | MN |
| Oakdale Village                      | Oakdale     | MN |
| Bergen Plaza                         | Oakdale     | MN |
| Highway 36 & Century                 | Oakdale     | MN |
| Lunds - Navarre                      | Orono       | MN |
| Osseo                                | Osseo       | MN |
| Owatonna                             | Owatonna    | MN |
| 55/Vicksburg                         | Plymouth    | MN |
| Rockford Road                        | Plymouth    | MN |
| Lunds - Plymouth                     | Plymouth    | MN |
| 6 & 101                              | Plymouth    | MN |
| Plymouth-55 & Revere                 | Plymouth    | MN |
| Plymouth-Rockford Rd. & Nathan Lane  | Plymouth    | MN |

|                                      |                  |    |
|--------------------------------------|------------------|----|
| Plymouth Pointe Plaza (Drive thru)   | Plymouth         | MN |
| Plymouth Station                     | Plymouth         | MN |
| Lunds Prior Lake                     | Prior Lake       | MN |
| Ramsey – St. Francis Blvd            | Ramsey           | MN |
| Ramsey Towne Center                  | Ramsey           | MN |
| Red Wing                             | Red Wing         | MN |
| Lunds - Penn                         | Richfield        | MN |
| Best Buy – Main Lobby                | Richfield        | MN |
| Cedar Point                          | Richfield        | MN |
| Best Buy 2                           | Richfield        | MN |
| Rochester (41st & Hwy 52)            | Rochester        | MN |
| Apache Mall                          | Rochester        | MN |
| Rochester-Downtown                   | Rochester        | MN |
| Rochester-2nd Street                 | Rochester        | MN |
| Rochester-Kahler Inn                 | Rochester        | MN |
| Maine Ave                            | Rochester        | MN |
| Civic Center Drive                   | Rochester        | MN |
| Rogers-I-94 And 101                  | Rogers           | MN |
| Rosemount Commons                    | Rosemount        | MN |
| Byerlys - Roseville                  | Roseville        | MN |
| Roseville Crossing                   | Roseville        | MN |
| Rosedale Mall                        | Roseville        | MN |
| Roseville-Lexington & Larpenteur     | Roseville        | MN |
| Har Mar on Snelling                  | Roseville        | MN |
| Tower Glen                           | Roseville        | MN |
| Savage (Cty Rd 42 & 13-Super Target) | Savage           | MN |
| Shakopee-Marschall Rd                | Shakopee         | MN |
| Shakopee Valley Marketplace          | Shakopee         | MN |
| Shorewood                            | Shorewood        | MN |
| Spring Lake Park                     | Spring Lake Park | MN |
| Park Place                           | St Louis Park    | MN |
| Sheperd Road                         | St Paul          | MN |
| Silver Lake Village                  | St. Anthony      | MN |
| St. Cloud – Division St.             | St. Cloud        | MN |
| Crossroads Mall                      | St. Cloud        | MN |
| West Division St.                    | St. Cloud        | MN |
| Byerlys - St. Cloud                  | St. Cloud        | MN |
| Byerlys - St. Louis Park             | St. Louis Park   | MN |
| Park Village                         | St. Louis Park   | MN |
| Knollwood                            | St. Louis Park   | MN |
| Lake & Minnetonka Blvd               | St. Louis Park   | MN |
| St. Louis Park-Cedar Lake Rd.        | St. Louis Park   | MN |
| Highland                             | St. Paul         | MN |



|                                      |                 |    |
|--------------------------------------|-----------------|----|
| Grand 1 – 1055 Grand Ave             | St. Paul        | MN |
| Grand 2 – 757 Grand                  | St. Paul        | MN |
| MSP Airport-F Concourse              | St. Paul        | MN |
| MSP Airport-G Concourse              | St. Paul        | MN |
| Town Square                          | St. Paul        | MN |
| Securian                             | St. Paul        | MN |
| St. Paul Norwest Tower               | St. Paul        | MN |
| Grand & Snelling                     | St. Paul        | MN |
| St. Paul-Randolph & Fairview         | St. Paul        | MN |
| St. Paul – West 7th                  | St. Paul        | MN |
| MSP Airport-Terminal A / C Concourse | St. Paul        | MN |
| Lunds - Penfield                     | St. Paul        | MN |
| Medtronic                            | St. Paul        | MN |
| Stillwater                           | Stillwater      | MN |
| Tonka Village                        | Tonka Bay       | MN |
| Thunderbird Mall                     | Virginia        | MN |
| Waconia                              | Waconia         | MN |
| Wayzata                              | Wayzata         | MN |
| Lunds - Wayzata                      | Wayzata         | MN |
| West St. Paul                        | West St. Paul   | MN |
| White Bear Lake -35E & 96            | White Bear Lake | MN |
| Willmar                              | Willmar         | MN |
| Winona                               | Winona          | MN |
| Woodbury                             | Woodbury        | MN |
| Woodbury Marketplace                 | Woodbury        | MN |
| Byerlys - Woodbury                   | Woodbury        | MN |
| Tulleries Plaza                      | Kansas City     | MO |
| Maynard Road                         | Cary            | NC |
| Franklin & Estes                     | Chapel Hill     | NC |
| Park Road                            | Charlotte       | NC |
| Founders Hall                        | Charlotte       | NC |
| Fairview & Simsbury (Foxcroft)       | Charlotte       | NC |
| Friendly Center                      | Greensboro      | NC |
| Brier Creek                          | Raleigh         | NC |
| Olde Raleigh                         | Raleigh         | NC |
| Kirkwood Mall                        | Bismarck        | ND |
| Fargo-25th Street Marketplace        | Fargo           | ND |
| Grand Forks                          | Grand Forks     | ND |
| North Hill-Minot, ND                 | Minot           | ND |
| Marketplace Foods-Minot, ND          | Minot           | ND |
| Fargo                                | West Fargo      | ND |
| Aberdeen                             | Aberdeen        | SD |
| Sioux Falls-28th & Minnesota         | Sioux Falls     | SD |

|                         |             |    |
|-------------------------|-------------|----|
| Empire Mall             | Sioux Falls | SD |
| Watertown, SD           | Watertown   | SD |
| I-94 & Moorland Road    | Brookfield  | WI |
| Oakwood Mall            | Eau Claire  | WI |
| Hastings Way-Eau Claire | Eau Claire  | WI |
| Fish Hatchery Road      | Fitchburg   | WI |
| Hudson                  | Hudson      | WI |
| Hudson Center           | Hudson      | WI |
| Menomonie               | Menomonie   | WI |
| Lacrosse                | Onalaska    | WI |