

## Letter from Goodwill Industries International President and CEO

**Jim Gibbons**

September 2, 2014

Dear Goodwill® Customers:

In July, Goodwill Industries International (GII) announced, on behalf of its members, that some Goodwill member store locations may have been affected by a data security issue. We did this because we believed it was important to quickly alert Goodwill member customers so they could take steps to protect themselves. Since that time, GII and other Goodwill members engaged a third-party forensic expert to conduct an extensive investigation. We also have been working closely with federal law enforcement authorities and coordinating with the payment card brands to determine the facts.

The forensic investigation confirmed that a third-party vendor's systems were attacked by malware, enabling criminals to access some payment card data of a number of the vendor's customers. We want you to know that we and our impacted Goodwill members have taken steps to secure customers' data, and all impacted stores have stopped using the affected third-party vendor to process customers' payment cards. We also took immediate action to ensure the malware found on the third-party vendor's systems does not present a threat to individuals shopping at our stores.

Below are additional facts we have determined based on the investigation:

- Twenty Goodwill members (representing 10 percent of all stores) that used the same third-party vendor have received a very limited number of reports from the payment card brands of fraudulent use of payment cards potentially connected to Goodwill members. The investigation to date found no evidence of malware on any internal Goodwill systems.
- The vendor's affected systems contained payment card information — such as names, payment card numbers and expiration dates — of certain Goodwill customers. There is no evidence that other Goodwill customer personal information, such as addresses or PINs, was affected by this issue.
- The total time period of the malware attack of the vendor's systems occurred between **February 10, 2013**, and **August 14, 2014**. Some stores experienced shorter periods of impact. A list of all affected Goodwill member store locations and the relevant time periods of exposure is available at <http://www.goodwill.org/payment-card-notice>.

We continue to take this matter very seriously. We deeply regret any inconvenience this may cause. Our primary concern is for the people we serve — our community, our shoppers and our donors — and we are committed to ensuring that your information is safe and secure. We realize that data security is an issue that every retailer and consumer needs to be aware of today.

The affected Goodwill members have posted notices to their websites to notify potentially impacted customers about this issue so they can take steps to help protect their information. For additional information and security tips, please visit <http://www.goodwill.org/payment-card->

[notice.](#)

If you have any questions or would like more information, please call us toll-free at 1-800-GOODWILL. We are available to answer your questions from 9 a.m. – 9 p.m. on Saturdays; 10 a.m. – 7 p.m. on Sundays; and 9 a.m. – 9 p.m. on Mondays – Fridays, Eastern time

We are providing extensive support to Goodwill members in their efforts to prevent this type of incident from occurring in the future. Protecting the privacy of our customers' data information is extremely important to us, and we will remain vigilant in maintaining the security of all of our commercial transactions.

Again, we are very sorry this happened and we thank you for your continued support.

Sincerely,

A handwritten signature in black ink, appearing to read "Jim Gibbons", with a long horizontal flourish extending to the right.

Jim Gibbons  
President and CEO