

August 3, 2023

## **Important Privacy Notice**

QSI Inc. dba Times Supermarket Inc. (“QSI”) is committed to protecting the confidentiality and security of our customers’ information.

### ***Who is this notice for?***

QSI was made aware of a recent incident that may affect the privacy of some of our customers’ information. We are posting this notice to try to reach affected and potentially affected customers who we are not able to specifically identify or whose contact information is insufficient.

We take this incident seriously. This notice provides details of the incident, our response, and steps you may take to better protect against possible misuse of your personal information, should you feel it appropriate to do so.

### ***What Happened?***

On July 27, 2023, QSI discovered suspicious activity related to certain Self-Checkout (“SCO”) pin pads at our Times Supermarket Kahala store location. Credit Card skimmers were found on the SCO pin pads. We immediately took steps to secure all SCO registers at all our stores and launched an investigation, including contacting law enforcement, to determine the nature and scope of the activity. QSI’s investigation determined that there were credit card skimmers found at SCO registers at the following six Times Supermarket store locations: Beretania, Kaimuki, Kahala, Aiea, Mililani, and Kunia. As a result, the unauthorized actor(s) may have obtained access to certain personal information.

### ***What Information Was Involved?***

QSI determined that the following information was present at the time of this incident: credit card numbers, security codes (if typed in), card expiration dates, names and addresses. We have no evidence that any information has been subject to actual or attempted misuse.

### ***What is QSI Doing?***

QSI takes the confidentiality, privacy, and security of information in our care seriously. Upon discovery, we immediately commenced an investigation to confirm the nature and scope of the incident. We are taking steps to implement additional safeguards and review policies and procedures relating to data privacy and security.

### ***What You Can Do.***

We encourage any affected or potentially affected persons to remain vigilant against incidents of identity theft and fraud, to review their account statements, and to monitor their credit reports for

suspicious activity. To protect against the possibility of identity theft, we recommend that you immediately contact your debit or credit card company and inform them that your card information may have been compromised, so that they can issue you a replacement card. Review your banking and card statements and report any suspicious activity to the relevant financial institutions.

Additionally, you may promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission.

You also may wish to check your credit reports for any signs of fraud and dispute them immediately with the financial institution itself or with the credit bureau. You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print a copy of the request form at <https://www.annualcreditreport.com/manualRequestForm.action>. Or you can elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the three national credit reporting agencies for the purpose of placing a fraud alert, requesting a copy of your credit report or for general inquiries is provided below:

- Equifax (888) 766-0008 or [www.equifax.com](http://www.equifax.com)
- Experian (888) 397-3742 or [www.experian.com](http://www.experian.com)
- TransUnion (800) 680-7289 or [www.transunion.com](http://www.transunion.com)

Visit the State of Hawaii Department of Commerce and Consumer Affairs at <https://cca.hawaii.gov/identity-theft-information/> for additional resources.

***For More Information.***

We understand that there may be additional questions about this incident that are not addressed in this notice. Please feel free to contact us at (808)973-4800, Ext. 154, between 10:00 AM and 3:00 PM (Hawaii Time) on weekdays, excluding major holidays.

QSI takes the privacy and security of the information in our care seriously. We appreciate your business and offer our sincerest apology that this unfortunate incident occurred.

Sincerely,



Name: Kazuhiro Matsumoto  
Title: President  
QSI Inc. dba Times Supermarket