

COLLEAGUE, OWNER AND HOTEL Q+A – as at 05 10 22

- **For use with IHG colleagues, hotels and teams only**
- **Please note that this Q+A is being continuously updated so do check back on the link periodically for further information.**

BACKGROUND

We announced on 6 September that parts of IHG's technology systems had been subject to unauthorized access, which meant that IHG's booking channels, our Reservations & Customer Care call centers and internal systems such as Merlin and the IHG Help Desk were disrupted.

We have implemented response plans, and external specialists were engaged to investigate the incident.

On 29 September we announced that following a period of disruption, by Wednesday 7 September IHG had re-activated its booking websites and mobile app together with most of its other booking channels and revenue-generating systems. Subsequently, service at our Reservation and Customer Care call centres has been recovered and all our systems restored. During the disruption in our central systems, IHG-branded hotels continued to operate and were able to take reservations directly.

We take the security of our data and systems seriously. We have continued to carry out additional steps as part of our recovery and assurance plans to review and further enhance our security measures. External specialists were engaged to investigate the incident, and no evidence of unauthorised access to systems storing guest data has been identified. We have also reported the criminal activity to law enforcement.

Below we've provided answers and guidance to support our hotels, owners and colleagues.

GENERAL

Has the issue been resolved?

- Following a period of disruption, by Wednesday 7 September IHG had re-activated its booking websites and mobile app together with most of its other booking channels and revenue-generating systems. Subsequently, service at our Reservation and Customer Care call centres has been recovered and all our systems restored. During the disruption in our central systems, IHG-branded hotels continued to operate and were able to take reservations directly.

Someone from the media reached out to me. How should I respond?

- Please send any external media inquiries to globalexternalcomms@ihg.com

PLATFORMS

What was the impact on IHG booking systems?

- At this time, the IHG One Rewards mobile app and IHG.com have been reactivated and are taking bookings. We have also restored access with our OTA partners, and service at our Reservation and Customer Care call centres has been recovered and all our systems restored.

- Hotels – including those using Opera – were advised to refer to the emergency downtime guide which should be located in your locally developed crisis management plan in the instance that the needed to follow the manual operation protocol, including how to make reservations manually.

How are internal platforms like Merlin and other IHG apps being impacted? When will my teams be able to access those again?

- The full Merlin site and accompanying applications have been restored.

Are hotel systems fully back up and running?

- Our hotel systems are up and running.

What happens now that hotel platforms are up and running?

- Now that our systems have been restored, the inventory that was held centrally should be updated.
- There may, in some instances, be issues with out-of-balance inventory where bookings have been taken manually. Hotels will need to work on inventory balancing manually for the coming weeks.
- Your regional teams will be able to support you with best practices.

My hotel hasn't received as many Guest HeartBeat survey responses since the system disruption in early September. Are other hotels experiencing this and is IHG aware?

- Yes, IHG is aware. There was a short window of time during which Guest HeartBeat surveys were delayed from being sent out. The HeartBeat survey process was restored; however, as all the upstream data and processes that feed into the Heartbeat survey process are checked and restored, some hotels may still experience a lower volume of survey invitations and responses.

I am a corporate colleague who was due to collect a new laptop. Should I proceed with this?

- Yes, we are now able to issue new laptops. Please reach out to the Smart Solutions Bar to coordinate a time.

I am a corporate colleague who has a new hire. They are waiting for their machine – can they pick it up?

- Yes, we are now able to issue new laptops. Hiring managers should reach out to the Smart Solutions Bar to coordinate a time.

I am hiring for a role and have received questions from potential candidates. How should I respond?

- Parts of IHG's technology systems were subject to unauthorized access, which means that IHG's booking channels, our Reservations & Customer Care call centers and internal systems such as Merlin and the IHG Help Desk were disrupted.
- Following a period of disruption, by Wednesday 7 September IHG had re-activated its booking websites and mobile app together with most of its other booking channels and revenue-generating systems. Subsequently, service at our Reservation and Customer Care call centres has been recovered and all our systems restored. During the disruption in our central systems, IHG-branded hotels continued to operate and were able to take reservations directly.

SECURITY

Has any guest data been compromised?

- We have continued to carry out additional steps as part of our recovery and assurance plans to review and further enhance our security measures. External specialists were engaged to investigate the incident, and no evidence of unauthorised access to systems storing guest data has been identified.

Are there any extra precautions I need to be taking to keep systems secure?

- Cybercriminals are known for taking advantage of any situation where there is an opportunity to launch new scams and phishing attacks. Please remain vigilant and help IHG and our hotels stay cyber-secure. When in doubt, do not click suspicious links or open emails from untrusted sources.
- It's very important we remain vigilant to unwanted or suspicious activity. To help you spot anything unusual, we encourage colleagues to refresh their knowledge by taking the online learning courses below:
 - [Handling Information Responsibly](#)
 - [Introduction to Information Security](#)

I have received a suspicious looking email; how should I respond to this?

- Corporate colleagues should make sure to report any suspicious emails by clicking the Report Phish button or forwarding to IHGInformationSecurity@ihg.com. Be sure to delete the email after you have reported it.
- Hotel colleagues can forward the email to IHGInformationSecurity@ihg.com and then delete it from their inbox.

BOOKINGS

Are IHG channels able to take bookings?

- Yes, IHG.com and the IHG One Rewards app have been reactivated and are taking bookings. We have also restored access with our OTA partners.

My hotel is on IHG Voice, should I still be transferring calls to the Reservations & Customer Care call centers?

- More call center colleagues have regained access to serve customers and therefore, we are pleased to ask hotels to now return to normal IHG Voice transfer processes. There may still be pockets of queue time longer than normal but it's improving daily. For hotels subscribing to Amazon Connect Cloud IVR, calls will begin delivering to IHG Voice on Thursday, 29 September.

UPDATING GUESTS

Please use this message with our guests if they ask questions about the disruption. We have also provided some additional Q+A to our customer care teams. To be used verbally - please stay close to the script.

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How do I manage cancellation requests from guests that have missed their cancellation deadline due to the system outage? Can we refund them?

- Most hotels have a house cancellation policy of 24 to 48 hours prior to arrival date, prior to which a guest can cancel without penalty. In addition, a number of hotels have “Advance Saver” Rates that enable guests to cancel or modify their reservations 7 days prior to arrival without incurring a penalty. Hotels are urged to exercise flexibility in enforcing cancellation penalties for the guest where the cancellation deadlines occurred during the system outage as the guests had limited ability to cancel or modify the reservation. Please note that this **does not** apply to “Book Early and Save” rates or any other restricted rates that require full prepayment and cancellation penalty at the time of reservation.

A guest has heard that we have had a cyber-attack. Do they need to do anything? Is my data compromised? Is this a malicious attack?

- You may let them know that part of IHG Hotels & Resorts’ technology systems were subject to unauthorized activity, which means that IHG’s booking channels, our Reservations & Customer Care call centers and internal systems such as Merlin and the IHG Help Desk were disrupted.
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IHG One Rewards member stay data is not flowing through our systems completely. Are members being impacted?

- IHG One Rewards points are still being processed and some guests may experience delays in receiving their points. We are working to get this completed as quickly as possible. Members will receive the points in their accounts once everything has been successfully processed.

I can’t access LoyaltyConnect. What should I do?

- There was an issue with hotel colleagues being able to access Loyalty Connect following the required Merlin ID password reset. This has now been resolved. If you are still having issues, please submit a Service Now Ticket and assign it to the MyID team.