

Hackers hit Raley's grocery stores

By KOL0-TV

WEST SACRAMENTO – The Raley's chain of supermarkets has recently discovered that a portion of its computer network systems may have been the target of a complex, criminal cyber attack.

According to a news release, the company immediately initiated an investigation to determine whether cyber criminals may have obtained customer credit and debit card information. So far, the company has not confirmed any unauthorized access to payment card data, but its investigation remains ongoing.

Raley's does not believe that debit PINs could have been accessed, as it does not collect Social Security or drivers' license numbers in association with payment card transactions.

A company spokesman says a series of immediate steps has been taken to enhance the security measures already in place to protect customer data. The company is confident that customers can continue using their payment cards in its stores.

"Our customers' peace of mind is our top priority. We take protecting our customers' privacy seriously and sincerely regret any inconvenience that the attack on our network may have caused," says Mike Teel, Raley's president and CEO. "We are working around the clock to gather details to determine the extent of any possible compromise of customer information."

Raley's has a dedicated response team available to answer customer questions and is providing customers updates online as they become available. The company encourages customers who have used credit and debit cards at Raley's, Bel Air, Nob Hill

Foods, Food Source stores or Aisle One fuel stations to take the following steps to protect their accounts:

- Check and monitor your bank and credit card statements for evidence of unauthorized transactions;
- Contact your bank or credit card company if you identify suspicious charges; and,
- Know that cardholders are not held responsible for fraudulent charges made by unauthorized parties if reported promptly to the card issuer.

Customers can reach Raley's dedicated response team from 7am to 10pm every day at 800.925.9989.