**FAQs**

What happened?
Our Wawa Information Security team discovered malware on Wawa payment processing servers on December 10, 2019 and contained it by December 12, 2019.  This malware affected customer payment card information used at potentially all Wawa locations beginning at different points in time after March 4, 2019 and until it was contained.  The information involved was limited to payment card data, including card number, expiration date, and cardholder name.  Debit card PIN numbers, credit card CVV2 numbers (the three or four-digit security code printed on the card), other PIN numbers, and driver’s license information used to verify age-restricted purchases were not affected by this malware.  The ATM cash machines in our stores were not involved in this incident.  At this time, Wawa is not aware of any unauthorized use of any payment card information as a result of this incident.

Am I impacted?
At this time, we believe that most, or potentially all Wawa retail stores were affected at different points in time after March 4, 2019 and ending on December 12, 2019. Only customers who used payment cards during the March 4, 2019 to December 12, 2019 timeframe are potentially involved.  The information involved was limited to payment card data, including card number, expiration date, and cardholder name.  Debit card PIN numbers, credit card CVV2 numbers (the three or four-digit security code printed on the card), other PIN numbers, and driver’s license information used to verify age-restricted purchases were not affected by this malware.

Is it safe to use my payment card at Wawa?
Because of the immediate steps Wawa took to contain the malware, Wawa believes that as of December 12, 2019, this malware no longer poses a risk to customers using payment cards at Wawa.

Will I have to pay for fraudulent charges on my payment card?
Generally speaking, payment cardholders are not responsible for fraudulent charges that are reported in a timely manner to the bank or financial institution that issued their payment card.  Accordingly, Wawa customers, like any payment cardholder, should review charges on your payment card statement and promptly report any unauthorized charges to the bank or financial institution that issued their payment card by calling the number on the back of the card.

What is the company doing?
As soon as Wawa discovered this malware on December 10, 2019, we took steps to contain it and by December 12, 2019, Wawa had blocked and contained it.  We engaged a leading external forensics firm to conduct an investigation and to support our efforts to provide customers with meaningful details about what information may be involved.  In addition, we notified law enforcement and payment card companies.  We also engaged Experian to provide a dedicated call center to answer questions and enroll potentially impacted individuals in credit monitoring and identity protection services at no charge to the impacted individuals. Details are available in the Resources section of this website.

Were purchases at Wawa fuel pumps affected?
Yes, both in-store payment terminals and fuel dispensers were affected during the relevant time period.

Is there any impact from this incident to Wawa gift cards?
The malware may have captured some information about Wawa gift card numbers.  However, Wawa believes that Wawa gift cards were not the target of this incident. In the meantime, if there is a problem with your Wawa gift card, please contact the Wawa Contact Center at 1-800-444-9292.

Are ATM’s or Lottery Machines in Wawa stores impacted?
No, ATM cash machines and lottery terminals were not affected by this incident.

How do I sign up for credit monitoring or get more information?
Wawa is supporting its customers by offering identity protection and credit monitoring services at no charge to them. Information about how to enroll can be found in the “Resources” tab of this website. Wawa has also established resources to answer customers’ questions, including a dedicated call center that can be reached at 1-844-386-9559, Monday - Friday, between 9:00 am and 9:00 pm Eastern Time or Saturday and Sunday between 11:00 am and 8:00 pm, excluding holidays.