

FAQs

Have you confirmed a breach? Did someone hack your systems?

Our IT security team brought in some of the very best IT security firms as soon as we were notified that there was a possible breach. As a result of their investigations, we can now confirm that a breach has occurred. We strongly encourage our customers to review your payment card statements carefully and call your bank or card issuer if you see any suspicious transactions. The policies of the payment card brands such as Visa, MasterCard, American Express and Discover provide that you have zero liability for any unauthorized charges if you report them in a timely manner. We are offering free identity protection services, including credit monitoring to any customer who used a payment card at a Home Depot store in 2014, from April on.

What are you doing about this?

Since we first became aware of a potential breach, our forensics and security teams have been working around the clock with leading IT security firms, our banking partners, and the Secret Service. We felt it was important to let everyone know that we're confident there has been a breach. We know it's frustrating not to have all the details, but you won't be responsible for any fraudulent charges, and we are offering free identity protection services, including credit monitoring to any customer who used a payment card at a Home Depot store in 2014, from April on.

What information was compromised/stolen?

This is an ongoing investigation; however, we have confirmed that our payment data systems have been breached. Our investigation of the details of the breach is likely to take some time. Fortunately, you won't be responsible for any fraudulent charges, and we are offering free identity protection services, including credit monitoring to any customer who used a payment card at a Home Depot store in 2014, from April on.

What are you doing to prevent this from happening in the future?

We've always taken our customers' privacy and security seriously, and we constantly enhance our systems and processes.

When did the investigation begin?

The morning of September 2nd, our banking partners and law enforcement notified us that there was some unusual activity connected to our payment systems. Our IT security team immediately began working with leading IT security firms, our banking partners, and the Secret Service to investigate. We're now confident that a breach of our payment card systems has occurred.

What can I do to protect myself?

It is always a good idea to review your payment card statements carefully and call your bank or card issuer if you see any suspicious transactions. The policies of the payment card brands such as Visa, MasterCard, American Express and Discover provide that you have zero liability for any unauthorized charges if you report them in a timely manner. We are offering free identity protection services, including credit monitoring to any customer who used a payment card at a Home Depot store in 2014, from April on. For more information about these services and other steps you can take to protect yourself please visit <https://homedepot.allclearid.com/>.

Is it safe to purchase at The Home Depot?

The Home Depot has always taken the protection of your information very seriously. We constantly enhance our systems and processes to make them as safe as possible, but it's always a good idea to review your payment card statements carefully and call your bank or card issuer if you see any suspicious transactions. The policies of the payment card brands such as Visa, MasterCard, American Express and Discover provide that you have zero liability for any unauthorized charges if you report them in a timely manner.

If I wrote a check at The Home Depot was my check information compromised/stolen?

At this time, we have no reason to believe that checks were impacted however, it is always a good idea to review your bank statements carefully and call your bank if you see any suspicious transactions.

If I used my debit card at The Home Depot was my debit card PIN compromised/stolen?

At this time we have no reason to believe debit card PINs were impacted however, it is always a good idea to review your bank statements carefully and call your bank if you see any suspicious transactions.

I believe I have fraudulent charges on my payment card, how can you assist me?

First, you will not be responsible for any possible fraudulent charges. The financial institution that issued your card or The Home Depot are responsible for those charges. If you have not already done so, you should report any suspicious transactions to the financial institution that issued your card in a timely manner.

In addition, we have a dedicated team of fraud resolution investigators available to assist you. For more information about these services and to enroll, please visit <https://homedepot.allclearid.com/>.

Tell me more about the identity protection services you are providing...

We are truly sorry for any inconvenience caused by this incident and we are committed to taking steps to protect your payment card information. If you need identity repair assistance during the next 12 months, starting on September 8, 2014, we have a team of dedicated fraud resolution investigators available to assist you. They will do the work to recover financial losses, restore your credit, and make sure your identity is returned to its proper condition.

For additional protection, we are also making available at no cost to you a service that includes credit monitoring, identity monitoring, and an identity theft insurance policy. Customers who used a payment card at a Home Depot store in 2014, from April on, are eligible to receive these services.

For more information about these services and to enroll, please visit <https://homedepot.allclearid.com/>.