



November 7, 2024

CLIENT  
ADDRESS

RE: **Notice of a Breach of Security**

Dear CLIENT:

We are writing to notify you that an unauthorized acquisition of your personal information occurred on October 21, 2024, at AssetMark, Inc.

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

You may also place a security freeze on your credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. Under federal law, you cannot be charged to place, lift, or remove a security freeze.

You must place your request for a freeze with each of the three major consumer reporting agencies: Equifax ([www.equifax.com](http://www.equifax.com)); Experian ([www.experian.com](http://www.experian.com)); and TransUnion ([www.transunion.com](http://www.transunion.com)). To place a security freeze on your credit report, you may send a written request by regular, certified or overnight mail at the addresses below. You may also place a security freeze through each of the consumer reporting agencies' websites or over the phone, using the contact information below:

Equifax Security Freeze  
P.O. Box 105788  
Atlanta, GA 30348  
1-800-349-9960  
<https://www.equifax.com/personal/credit-report-services>

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742 <https://www.experian.com/freeze/center.html>

TransUnion Security Freeze  
P.O. Box 160  
Woodlyn, PA 19094  
1-888-909-8872  
<https://www.transunion.com/credit-freeze>

AssetMark, Inc., is an investment adviser registered with the U.S. Securities and Exchange Commission.



In order to request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number
3. Date of birth
4. If you have moved in the past five (5) years, the addresses where you have lived over the prior five years
5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.)
7. Social Security Card, pay stub, or W2
8. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

The credit reporting agencies have one (1) to three (3) business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password (or both) that can be used by you to authorize the removal or lifting of the security freeze. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (including name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze, as well as the identities of those entities or individuals you would like to receive your credit report. You may also temporarily lift a security freeze for a specified period of time rather than for a specific entity or individual, using the same contact information above. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for request made by mail) after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for requests made by mail) after receiving your request to remove the security freeze.

### **Enroll in ID Shield Monitoring**

We have arranged for you to enroll, for free, in a two-year subscription of ID Shield, a credit monitoring and identity theft protection service. ID Shield provides monitoring and protection and also alerts you of certain activities that could indicate potential identity theft.

In order to receive this free credit monitoring service, you will need to complete the enrollment process described in an email that you will receive directly from ID Shield. For security reasons, we are unable to complete this step of the process for you. Please let ID Shield know if you do not receive the enrollment email, by calling 800-654-7757.

**Enrollment Procedure**

To activate this coverage, please visit the website below using your member number that you receive via email.

1. Create your account at [idshield.cloud/activate](https://idshield.cloud/activate) using your member number
2. Add the personal information you want to monitor, including your social media accounts
3. Download the IDShield mobile app for immediate alerts and to track your monthly credit score.

If you are not able to enroll online, please call the toll-free number at 800-654-7757. This service is complimentary; no method of payment will be collected during enrollment and there is no need to cancel.

**For More Information**

For more information or if you have any questions, please contact your Financial Advisor. Additionally, you may contact Jim Attaway, Senior Vice President, Infrastructure and Chief Information Security Officer, at [jim.attaway@assetmark.com](mailto:jim.attaway@assetmark.com). You may also contact AssetMark toll-free at 800-664-5345.

Sincerely,

Claire Blue  
Chief Compliance Officer  
AssetMark, Inc.  
[claire.blue@assetmark.com](mailto:claire.blue@assetmark.com)