



**Chase (OH4-7101)**

3415 Vision Drive  
Columbus, OH 43219-6009

October 24, 2024

## Important Information: We want to make you aware of an incident

### Reference Number:

Dear

We take the security of your information seriously and want to let you know about an incident related to your personal and financial information.

### Here's what happened and how it affects you

Our courier reported that a bag from our branch at 9994 Scripps Ranch Blvd, Floor 01 in San Diego, CA went missing on its way to our processing facility. The bag contained checks and other paperwork from transactions, including yours, that were processed on or around August 5, 2024. The information included your name, address, and account number.

We have no indication that your information has been or will be used inappropriately as we believe that the bag is still within the courier's system, and we are working with the courier to locate the bag.

### We're here to help

Please accept our apology. We will work with you to minimize any impact. For more information on how you can protect yourself, please read the enclosed.

If you have questions, please call us anytime at 1-888-745-0091. We accept operator relay calls.

Sincerely,

A handwritten signature in black ink that reads "Andrew North".

Andrew North  
Executive Director  
Privacy Office

Enclosed: Additional Steps to Help Protect Yourself document

JPMorgan Chase Bank, N.A. Member FDIC

## **You Can Take Additional Steps to Help Protect Yourself**

### **Place a one-year fraud alert on your credit file**

An **initial one-year fraud alert** tells anyone requesting your credit file that you might be at risk for fraud. A lender should verify that you have authorized any request to open a credit account in your name, increase the credit limit and/or get a new card on an existing account. If the lender can't verify this, they shouldn't process the request.

Contact any one of the credit reporting agencies to set up an initial one-year fraud alert.

#### **Equifax**

PO Box 105069  
Atlanta, GA 30348  
1-800-525-6285  
equifax.com

#### **Experian**

PO Box 9554  
Allen, TX 75013  
1-888-397-3742  
experian.com

#### **TransUnion**

PO Box 2000  
Chester, PA 19016  
1-800-680-7289  
transunion.com

### **Place a security freeze on your credit file**

A **security freeze** on your credit file prevents anyone from accessing your credit report and therefore from issuing credit in your name. **However, placing a security freeze also may delay, interfere with or prevent the timely approval of any requests you make for new loans, credit, mortgages, employment, housing or other services.**

Contact all three of the credit reporting agencies above to set up a security freeze with each of them.

### **Order your free annual credit reports**

Visit [annualcreditreport.com](http://annualcreditreport.com) or call 1-877-322-8228 to get a free copy of your credit reports. Once you receive them:

- Verify that all information is correct.
- Look for discrepancies such as accounts you didn't open or creditor inquiries you didn't authorize.
- Contact the credit reporting agency if you notice incorrect information or have questions.

### **Manage your personal information**

- Carry only essential documents with you.
- Be cautious about sharing your personal information with anyone else.
- Shred receipts, statements and other documents containing sensitive information.
- Use anti-virus software on your computer and keep it updated.

### **Use tools to monitor your credit and financial accounts**

- We suggest that you carefully review your credit reports and bank, credit card and other account information on [chase.com](http://chase.com) and in statements for any transaction you don't recognize.
- We can provide copies of past statements at no cost to you.
- Call us at 1-888-745-0091 to report unauthorized transactions.
- Work with us to close your account(s) and open new ones with new account numbers.
- Create alerts with your credit card company and bank to notify you of activity.
- File an identity-theft report with your local police and contact the credit reporting agency that issued the report if you find unauthorized or suspicious activity on your credit report.

### **Get more information about identity theft and ways to protect yourself**

- Visit [experian.com/blogs/ask-experian/category/credit-advice/fraud-and-identity-theft/](http://experian.com/blogs/ask-experian/category/credit-advice/fraud-and-identity-theft/)
- Call the Federal Trade Commission (FTC) identity theft hotline at 1-877-438-4338 (TTY: 1-866-653-4261) or visit [IdentityTheft.gov](http://IdentityTheft.gov)