RAYMOND JAMES

November 13, 2026

Name
Address
City State Zip

Raymond James Client Services
800.647.7378
Monday through Friday 8 a.m. to 8 p.m. ET
raymondjames.com/clientaccess

As part of our commitment to putting clients first, we regularly monitor accounts for suspicious activity or security threats. We also value your relationship with your financial advisor, which is why we encourage you to discuss the following with your financial advisor and take precautionary measures to safeguard your private account information at your earliest convenience.

What happened?
We recently identified that your private account information may have been exposed. Raymond James takes the protection of personal information very seriously and as such wanted to make you aware of the potential exposure.

What information was involved?
The following data points may have been exposed:

- Name
- Social security number
- Your Raymond James account number

What are we doing?
Upon becoming aware of the incident, Raymond James took all of the following actions:

- Placed ID theft alerts on your Raymond James accounts as a precautionary measure; and
- Secured credit monitoring services for you, as further described below

What can you do?
Your login credentials for Raymond James's online portal, Client Access, were not impacted as part of this event. However, if you are enrolled in Raymond James's Client Access online portal, we recommend changing your password(s) and security question(s) and answer(s) for your Raymond James account(s), as well as any other online account(s) using the same login credentials, as soon as possible. We also encourage you to add an extra layer of security to your online account(s) by enrolling in enhanced authentication/two-factor authentication, if you haven't already.

Additionally, as a precautionary measure, we encourage you to take advantage of the free credit report offering and credit monitoring service detailed below. Although law enforcement is currently not engaged in investigating this incident, please report any suspected identity theft to law enforcement, your state's attorney general, and the Federal Trade Commission. Please note that you have the right to obtain a police report with respect to any reported incident.

Other important information

1. Free credit report offering

While we believe there is a low risk of harm that your information will be used, we encourage you to remain vigilant in monitoring your financial account statements and free credit reports for unauthorized activity, fraud, and identity theft. Please review your personal account statements and credit reports for any errors resulting from the incident. You can obtain information from the Federal Trade Commission and consumer reporting agencies about fraud alerts, security freezes, and a free credit report annually.

Equifax	**Experian**	**TransUnion**
800-685-1111	888-397-3742	800-680-7289
P.O. Box 740241	P.O. Box 4500	P.O. Box 2000
Atlanta, GA 30374	Allen, TX 75013	Chester, PA 19022
www.equifax.com	www.experian.com	www.transunion.com

RAYMOND JAMES®

Federal Trade Commission
877-382-4357
600 Pennsylvania Avenue, NW
Washington, D.C. 20580
www.ftc.gov

2. Fraud Alert

You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above.

3. Security Freeze

You have the right to put a security freeze on your credit file. A security freeze prevents potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to apply for any service that requires a credit check. You must separately place a security freeze on your credit file with each credit reporting agency. To place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement, or insurance statement. There is no charge to request a security freeze or to remove a security freeze.

4. Credit monitoring service

As a precautionary measure, we would like to offer you a complimentary, 2-year membership in Experian's IdentityWorks®, a credit monitoring and identity theft protection service. Experian's IdentityWorks® service provides you with access to your credit report from the three national credit reporting agencies and daily monitoring of your credit file.

To enroll, please visit https://www.experianidworks.com/3bplusmembership and enter the activation code provided to you. Your activation code is XXXXXXX. Please ensure you activate your membership by DATE. Once the IdentityWorks® membership is activated, you will receive the following features:

- Experian credit report at signup: See what information is associated with your credit file. Daily credit reports are available for online members only.
- Credit Monitoring: Actively monitors Experian, Equifax, and TransUnion files for indicators of fraud.
- Internet Surveillance: Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- Identity Restoration: Identity Restoration specialists are immediately available to help you address credit and non-credit-related fraud.
- Experian IdentityWorks ExtendCARE™: You receive the same high level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- $1 Million Identity Theft Insurance: Provides coverage for certain costs and unauthorized electronic fund transfers.

If you have questions about IdentityWorks® or need an alternative to enrolling online, please call Experian at 1-877-890-9332 and provide engagement # XXXXXXX.

For more information

We regret any inconvenience this may cause you, and encourage you to take advantage of the services listed above. Please be assured that the confidentiality of your personal information is of utmost importance to us. If you have any questions or concerns, please contact Raymond James Client Services at 800-647-7378.

Sincerely,

Raymond James Privacy Office

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