

14492

J.P.Morgan

Mail Code: OH4-VPC3
3415 Vision Drive
Columbus, OH 43219-6009

Questions?

☎ 1-888-745-0091
☒ 1-800-955-8060
☒ chase.com/privacy

February 1, 2019

Name
Address
City, State, Zip code

Action Needed: You may want to take steps to protect your account

Reference Number: 12307828

Dear XXXX:

We take the security of your information seriously and we want to inform you about an incident related to your investment account. Please accept our apologies and know that we will work closely with you to minimize any impact.

Here's what happened and how it affects you

You recently informed us that you didn't receive a FedEx package we sent containing your brokerage account application. The application included your name, address, Social Security number, date of birth, driver's license information, phone number, email address and checking account number. The application also included the name, address, Social Security number and date of birth for your beneficiary, XXXXX.

FedEx reviewed their tracking information and confirmed the package was delivered and left at your door, but does not have any further information on the location of the package after delivery.

You can sign up for free credit monitoring

We are offering both you and your beneficiary two years of free credit monitoring through Experian's® IdentityWorks®. It helps detect when there are changes to your credit bureau information.

Please see the enclosed important information describing the benefits and how to enroll, as well as the additional steps you can take to help protect yourself.

If you have questions, please call us anytime at 1-800-392-5749.

JPMorgan Chase Bank, N.A. and its affiliates (collectively "JPMCB") offer investment products, which may include bank managed accounts and custody, as part of its trust and fiduciary services. Other investment products and services, such as brokerage and advisory accounts, are offered through J.P. Morgan Securities LLC (JPMS), a member of FINRA and SIPC. Annuities are made available through Chase Insurance Agency, Inc. (CIA), a licensed insurance agency, doing business as Chase Insurance Agency Services, Inc. in Florida. JPMCB, JPMS and CIA are affiliated companies under the common control of JPMorganChase & Co. Products not available in all states.

INVESTMENT AND INSURANCE PRODUCTS ARE:

• NOT A DEPOSIT • NOT FDIC INSURED • NOT INSURED BY ANY FEDERAL GOVERNMENT AGENCY • NO BANK GUARANTEE • MAY LOSE VALUE

Sincerely,

A handwritten signature in black ink that reads "Andrew North". The signature is written in a cursive, slightly slanted style.

Andrew North
Vice President
Privacy Operations

Enclosed: Experian's® IdentityWorks® Enrollment Information
Additional Steps to Help Protect Yourself document
Important Information for Massachusetts Residents

Experian's® IdentityWorks® Enrollment Information

To help protect your identity, Chase is offering a complimentary membership of Experian's® IdentityWorks®. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

Activate IdentityWorks® Now in Three Easy Steps

1. **Ensure** that you enroll by: **08/02/2019** (Your code will not work after this date.)
2. **Visit** the IdentityWorks® website to enroll: www.experianidworks.com/3bcredit
3. **Provide** your activation code: **XXXXX**

If you have questions or need an alternative to enrolling online, please call 877-890-9332 and provide engagement number: **XXXXX**.

Additional details regarding your IdentityWorks® membership:

- A credit card is not required for enrollment.
- Once your IdentityWorks® membership is activated, you will receive the following features:
 - Free copy of your Experian® credit report
 - **Surveillance Alerts for Daily Bureau Credit Monitoring:** Alerts of key changes and suspicious activity found on your Experian®, Equifax® and TransUnion® credit reports
 - **Identity Theft Resolution and IdentityWorks® ExtendCARE™:** Toll-free access to US-based customer care and a dedicated Identity Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each incident; help with contacting credit grantors to dispute charges and close accounts including credit, debit and medical insurance cards; assist with freezing credit files; and contact government agencies.
 - It is recognized that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high-level of Fraud Resolution support even after your IdentityWorks® membership has expired.
 - **\$1 Million Identity Theft Insurance¹:** Immediately covers certain costs including lost wages, private investigator fees, and unauthorized electronic fund transfers.

Once your enrollment in IdentityWorks® is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about IdentityWorks®, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's® customer care team at 877-890-9332.

¹Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

You Can Take Additional Steps to Help Protect Yourself

Place a 90-day fraud alert on your credit file

An **initial 90-day 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 90-day fraud alert.

Equifax

PO Box 105069
Atlanta, GA 30348
1-866-349-5191
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 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 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 1-800-690-4557 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 www.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 www.identitytheft.gov

Important Information for Massachusetts Residents



Massachusetts law allows you to place a security freeze on your credit report. This prohibits a credit reporting agency from releasing any information about your credit report without your written authorization. **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.**

If you are the victim of identity theft, you have the right to file a police report and obtain a copy. If you provide a credit reporting agency with a valid police report, the credit reporting agency cannot charge you to place, lift or remove a security freeze. In all other cases, each credit reporting agency may charge up to \$5 each time you place, temporarily lift, or permanently remove a security freeze.

For instructions on how to place a security freeze, visit the websites of all three major credit reporting agencies, call or write them.

Equifax Security Freeze
PO Box 105788
Atlanta, GA 30348
1-800-685-1111
equifax.com

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

Trans Union Security Freeze
PO Box 2000
Chester, PA 19016
1-888-909-8872
transunion.com

When requesting a security freeze, you may need to include the following:

- Your full name, with middle initial as well as Jr., Sr., II, etc.
- Social Security number
- Date of birth
- Current address and all addresses for the past five years
- Proof of current address such as a current utility bill or telephone bill
- Legible copy of a government-issued identification card, such as a state driver's license, state identification card, or military identification
- Payment (if required) by check, money order, or credit card. Do not send cash through the mail.

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