

October 15, 2020

[Insert Recipient's Name]

[Insert Recipient's Address]

[Insert Recipient's City, State, Zip]

Dear [Insert customer name]:

Your Clarfeld|Citizens Private Wealth (CCPW) Advisor or Trust Officer recently tried to contact you related to a printing error at our vendor. As a result of this error, you should have received two duplicate August statements: one with the error and your Social Security Number visible through the envelope address window and a second corrected statement with no error. On behalf of CCPW and our Vendor, we sincerely apologize for this error.

At CCPW, protecting the security of the information in our possession is a responsibility we take very seriously. At this time there is no indication that your information has been or will be misused or that suspicious activity has or will occur with your account, however, we will monitor closely for any suspicious or unauthorized activity. In addition, we will provide guidance on what you can do to protect your personal information.

As an added precaution, we are writing to provide you with identity theft credit monitoring for two years.

What We Are Doing

As a precautionary measure to safeguard your information from any potential misuse, we have partnered with TransUnion Interactive, a subsidiary of TransUnion®, one of the four nationwide credit reporting companies, to provide you with the opportunity to enroll, at no cost to you, in an online credit monitoring service (myTrueIdentity) for two years.

To enroll in this service, go to the myTrueIdentity website at www.mytrueidentity.com and in the space referenced as "Enter Activation Code", enter the following 12-letter Activation Code <<Insert Activation Code>> and follow the three steps to receive your credit monitoring service online within minutes.

If you do not have access to the Internet and wish to enroll in a similar offline, paper based, credit monitoring service, via U.S. Mail delivery, please call the TransUnion Fraud Response Services toll-free hotline at **1-855-288-5422**. When prompted, enter the following 6-digit telephone pass code <<697340>> and follow the steps to enroll in the offline credit monitoring service, add an initial fraud alert to your credit file, or to speak to a TransUnion representative if you believe you may be a victim of identity theft.

You can sign up for the online or offline credit monitoring service anytime between now and **June 30, 2021**. Due to privacy laws, we cannot register you directly. Please note that credit monitoring services might not be available for individuals who do not have a credit file with TransUnion, or an address in the United States (or its territories) and a valid Social Security number. Enrolling in this service will not affect your credit score.

CLARFELD

✱ CITIZENS PRIVATE WEALTH™

520 White Plains Road
Tarrytown, NY 10591, USA

Once you are enrolled, you will be able to obtain two years of unlimited access to your TransUnion credit report and credit score. The daily credit monitoring service will notify you if there are any critical changes to your credit file at TransUnion, including fraud alerts, new inquiries, new accounts, new public records, late payments, change of address and more.

The service also includes access to an identity restoration program that provides assistance in the event that your identity is compromised to help you restore your identity and up to \$1,000,000 in identity theft insurance with no deductible. (Policy limitations and exclusions may apply.)

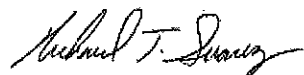
The identity restoration assistance is available to you for one year from the date of this letter with no enrollment required. If you believe you may be a victim of identity theft please call the TransUnion Fraud Response Services toll-free hotline at **1-855-288-5422**. When prompted, enter the following 6-digit telephone pass code <<**697340**>> to speak to a dedicated TransUnion representative about your identity theft issue.

Included in this letter is a list of prudent and proactive steps you can take to reduce the risk to your account(s).

CCPW is committed to providing you with timely and concise communications about issues affecting your personal information. Please promptly report incidents of suspected identity theft or suspicious activity to us and do not hesitate to call us anytime at 1-877-670-5400 with any questions or concerns.

Sincerely,

Clarfeld | Citizens Private Wealth



Rick Suarez
Chief Executive Officer

PROACTIVE STEPS YOU SHOULD TAKE TO HELP PROTECT YOUR INFORMATION☐ **REMAIN VIGILANT FOR THE NEXT 12 TO 24 MONTHS.**

Carefully review your credit reports and bank, credit card and other account statements. If you discover unauthorized or suspicious activity on your credit report or by any other means, please call your local police immediately and file an identity theft report and/or obtain a copy of a police report. Please also notify Citizens Bank immediately of any unauthorized use.

☐ **WHEN TO CLOSE ACCOUNTS AND OPEN NEW ACCOUNTS.**

We recommend you close your account(s) only if there is evidence of suspicious /unauthorized activity and open a new account(s) – a step we would like to take care of for you. Please call us at 1-877-670-5400 so we can put you in touch with Citizens Bank Colleagues specifically designated to handle this for you. All costs associated with closing your accounts and opening new accounts will be waived.

☐ **ORDER YOUR FREE ANNUAL CREDIT REPORTS.**

To order your free annual credit reports, call toll-free 1-877-322-8228, visit www.annualcreditreport.com, or complete the Annual Credit Report Request Form online and mail it to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. Hearing impaired consumers can access the TDD service at 1-800-821-7232. For your free annual credit reports, do not contact the four nationwide consumer reporting agencies individually; they provide this service only through www.annualcreditreport.com.

☐ **WHEN YOU RECEIVE YOUR CREDIT REPORTS, REVIEW THEM CAREFULLY.**

Once you receive your credit reports, review them carefully. Please look for accounts you did not open or inquiries from creditors that you did not initiate. Verify that all the information is accurate. If you have questions or notice inaccurate information, please call the relevant consumer reporting agency at the telephone number listed on the report.

☐ **PLACE A 1 YEAR FRAUD ALERT ON YOUR CREDIT FILE.**

A fraud alert notifies creditors that you may be the victim of fraud and tells them to contact you before opening any new accounts. To place a fraud alert on your file, please call any one of the four nationwide consumer reporting agencies listed below. By calling one consumer reporting agency, the other four will automatically be notified. They will place a fraud alert on your credit file and will also assist you in getting a free credit report from each of the agencies. The initial fraud alert will last for 1 year. If you have already filed an identity theft report with your local police department, you should place an extended fraud alert on your credit file. This extended fraud alert is a free service and is valid for 7 years.

Equifax

P.O. Box 740256
Atlanta, GA 30374
1-877-478-7625
www.alerts.equifax.com

Experian

P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 6790
Fullerton, CA 92834
1-800-680-7289
www.transunion.com

Innovis

P.O. Box 1640
Pittsburgh, PA 15320
1-800-540-2505
www.innovis.com

☐ **PLACE A SECURITY FREEZE ON YOUR CREDIT FILE.**

You may wish to place a security freeze on your credit file. A security freeze generally will prevent creditors from accessing your credit file at the four nationwide consumer reporting agencies without your consent. You can request a security freeze by contacting each of the four consumer reporting agencies at:

Equifax

P.O. Box 105788
Atlanta, GA 30348
1-800-685-1111
www.equifax.com

Experian

P.O. Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 6790
Fullerton, CA 92834
1-888-909-8872
www.transunion.com

Innovis

P.O. Box 1640
Pittsburgh, PA 15320
1-800-540-2505
www.innovis.com

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☐ **LEARN MORE ABOUT IDENTITY THEFT AND WAYS TO PROTECT YOURSELF.**

The Federal Trade Commission has online guidance about the steps consumers can take to protect themselves against identity theft. You can call 1-877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261; write Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580; or visit the Federal Trade Commission's website at www.ftc.gov/idtheft to get more information. We also encourage you to report suspected identity theft to the Federal Trade Commission. If you suspect you are the victim of identity theft, you also have the right to file a police report and obtain a copy