



17971
Securities America

10/29/20

Dear [REDACTED]

Due to an isolated incident your name and account number were accidentally mailed to another client.

Securities America takes responsibility for its errors and we sincerely apologize for this inconvenience. In addition, we are working to improve our processes to prevent any similar issues in the future.

The security of your personal information is of the utmost importance to us. As a precaution, if you choose to do so, we have secured the services of Experian to provide identity monitoring at no cost to you for one year. Experian is a leader in identity theft protection and has extensive experience helping people who have sustained a potential unintentional exposure of confidential data. To activate your Experian IdentityWorks membership, please follow the steps below:

- Ensure that you enroll by 01/31/21
- Visit the Experian IdentityWorks website: <https://www.experianidworks.com/3bplus>
- Provide your activation code: [REDACTED]
- Experian Support Phone Number: 1-877-890-9332
- Reference Code: [REDACTED]

Once you enroll in Experian IdentityWorks, you will have access to 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, and 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.

In addition to Experian, we recommend the following steps:

- Monitor your account statements and your credit reports carefully and often, to make certain no unauthorized transactions have been made or new accounts opened in your name. Contact your

other financial institution(s) immediately if there is unauthorized activity on your account or if any unauthorized accounts have been opened in your name.

- Contact one of the three credit bureau agencies to request that an initial free 90-day fraud alert be added to your personal file. By requesting a 90-day fraud alert, anyone seeking credit in your name will need to have their identity verified. The credit bureau you contact will forward the fraud alert to the remaining two credit bureaus automatically. The contact information for the three bureaus are as follows:

TransUnion
(800)680-7289
Fraud Victim Assist.
Division
P.O. Box 6790
Fullerton, CA 92834-6790
www.transunion.com

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

Equifax
(800) 525-6285
P.O. Box 740241
Atlanta, GA 30374-0241
www.equifax.com

- Visit the Federal Trade Commission (FTC) website at www.consumer.gov/idtheft to review the information available in the "Take Charge: Fighting Back Against Identity Theft" brochure. You may also call 877-438-4338 or mail a letter to Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580 to request a free copy. If you are a victim of Identity Theft, report it to the FTC.

Consumers are also entitled under federal law to get one free comprehensive disclosure of all the information in their credit files from each of the above national credit bureaus once every 12 months. You may request your free annual credit report by visiting www.AnnualCreditReport.com or calling (877) FACTACT (877-322-8228).

Confidentiality of client information is a top priority at Securities America. We know that your information is personal and confidential. On behalf of our firm, please accept our sincere apology for the inconvenience this incident has caused you. If you have further questions, please contact Vernon R. Wheeler at 1-800-747-6111 extension 6127.

Sincerely,



Dori Hammond

Interim Chief Compliance Officer
Securities America, Inc.

* Offline members will be eligible to call for additional reports quarterly after enrolling

** Identity 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.