

## NOTICE OF SECURITY INCIDENT

June 04, 2024

Re: Your Citibank Account – Security Notice



On behalf of Citi Cards we are writing to inform you about a recent incident that involved personal information about you.

### **WHAT HAPPENED**

We recently discovered an incident involving the security of your Citi Rewards+ credit card information.

We take the security of your personal information very seriously and wanted to bring this to your attention. We also wanted to apologize for any inconvenience this may cause you.

### **WHAT INFORMATION WAS INVOLVED**

Through our investigation, we have determined that the personal information involved in the incident includes your name, credit card account number, and account transaction information.

### **WHAT WE ARE DOING**

We initiated an investigation as soon as we learned of these issues to assess and remediate the incident and limit its effect on you. The issue in question has been remediated, and your personal information is now secure. We continue to use ongoing measures to protect your account and personal information. Please contact us at 1-800-950-5114 if you would like to have your credit card cancelled and a card with a new account number issued.

### **WHAT YOU CAN DO**

We recommend that you take the following steps to monitor for any potential misuse of your personal information:

- You should regularly review your account statements and monitor free credit reports. Please promptly report suspicious or unusual activity on your accounts to us.
- To report incidents of fraud and identity theft, you can contact the Federal Trade Commission (FTC) at 1-877-ID-THEFT or through their website at <http://identitytheft.gov>. You can also contact local law enforcement or your state's attorney general.
- Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

### **FOR MORE INFORMATION**

If you have questions or concerns about this, or if we can be of further assistance to you, please do not hesitate to call us at 1-800-950-5114.

Sincerely,

Your Citi Team  
PG0603B

## IMPORTANT CONTACT INFORMATION

You may obtain information about avoiding identity theft from the FTC. The FTC can be reached at:

Federal Trade Commission  
1-877-ID-THEFT (1-877-438-4338)  
Consumer Response Center  
600 Pennsylvania Avenue, NW  
Washington, DC 20850  
[www.consumer.gov/idtheft](http://www.consumer.gov/idtheft)

*IF YOU ARE A MARYLAND RESIDENT:* You may also obtain information about avoiding identity theft from the Maryland Attorney General's Office. This office can be reached at:

Office of the Attorney General  
Consumer Protection Division  
200 St. Paul Place  
Baltimore, MD 21202  
(888) 743-0023  
[www.oag.state.md.us](http://www.oag.state.md.us)

*IF YOU ARE A NORTH CAROLINA RESIDENT:* You may also obtain information about preventing identity theft from the North Carolina Attorney General's Office. This office can be reached at:

North Carolina Department of Justice  
Attorney General Roy Cooper  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
(877) 566-7226  
<http://www.ncdoj.com>

*IF YOU ARE A NEW YORK RESIDENT:* You may also obtain information about preventing identity theft from the New York Department of State's Division of Consumer Protection. This office can be reached at:

|   |                       |
|---|-----------------------|
| New York State Division of Consumer Protection  |                       |
| 123 William Street  | One Commerce Plaza    |
| New York, NY 10038-3804   | 99 Washington Ave.    |
| 1 (800) 697-1220  | Albany, NY 12231-0001 |
| <a href="http://www.dos.ny.gov/consumerprotection">http://www.dos.ny.gov/consumerprotection</a> |                       |

*IF YOU ARE A DISTRICT OF COLUMBIA RESIDENT:* You may also obtain information about preventing identity theft from the D.C. Attorney General's Office. This office can be reached at:

Office of Consumer Protection  
441 4th Street, NW  
Washington, DC 20001  
(202) 442-9828  
<https://oag.dc.gov/consumer-protection>