



2024-226

Chase (OH4-V020)
3415 Vision Drive
Columbus, OH 43219-6009

February 06, 2024

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

Reference Number: PRI-12510945

Dear

We take the security of your information seriously and want to update you about an incident related to your personal and financial information.

What happened and how it affects you

- We recently learned that an employee inappropriately obtained unauthorized access to your profile and may have misused your personal and financial information in an attempt to conduct fraudulent transactions. The information included your name, address, account number, and credit or debit card number, expiration date and CVV.

What we are doing

- When we identified the attempted charges as fraudulent, our protocols blocked these transactions from occurring. If you identify additional unauthorized charges on your account, contact us at the number on the back of your card.
- We changed your credit or debit card number to protect you, if you wanted that. If we have not yet changed your credit card number and you would like us to, please contact us at the number on the back of your card.
- We terminated the employee in question and continue to train all our employees to safeguard information.

What you can do

- It's always a good practice to regularly review your accounts and monthly statements on chase.com and the Chase Mobile app.
- We strongly recommend that you accept the attached offer of two years of free credit monitoring through Experian's® IdentityWorks®. This helps alert you to changes to your credit bureau information.
- We also encourage you to consider placing a security freeze on your credit report(s).
- Please see the enclosed important information describing the benefits, how to enroll and the additional steps you can take to help protect yourself.

Other Important Information

We continually review our systems and processes to protect our customers' information. Please accept our apology. We will work with you to minimize any impact.

For More Information

Go to chase.com/privacy or call us anytime at 1-888-745-0091 if you have any questions; we accept operator relay calls.

Sincerely,

A handwritten signature in black ink that reads "Andrew North". The signature is written in a cursive style with a large initial 'A'.

Andrew North
Executive Director
Privacy Office

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

JPMorgan Chase Bank, N.A. Member FDIC