

Ameriprise Financial Services, LLC  
70100 Ameriprise Financial Center  
Minneapolis, MN 55474  
ameriprise.com



April 7, 2022

[REDACTED]  
[REDACTED]  
[REDACTED]

## NOTICE OF DATA BREACH

Dear Karen,

### What Happened?

I am writing to inform you of an incident involving your personal information. Unfortunately, it has been determined that there has been unauthorized access to your information.

### What Information Was Involved?

Name, account number and Social Security Number.

### What We Are Doing.

We have taken steps to protect your accounts from unauthorized activity, which includes instructing our service associates to use extra caution when verifying callers and to confirm the signature on written requests related to your accounts.

As a precaution, Ameriprise Financial is providing you an opportunity to enroll in an independent credit monitoring program for two years at no expense to you. This program is administered by **EZ Shield, Inc.** The services include **resolution assistance** by certified fraud experts, **internet monitoring**, which will alert you if your information is being traded on the dark web, and **credit monitoring** to keep you informed of changes to your information within the Experian credit bureau.

- To take advantage of these services, please go to [myidentity.ezshield.com/protection](https://myidentity.ezshield.com/protection) and insert code: [REDACTED]

### What You Can Do.

We recommend the following:

- Register a fraud alert or security freeze with the three major credit bureaus. Contact information for each is included on the Additional Resources page.
- Thorough and timely review of your account statements and transaction confirmations.
- Closely monitor your personal accounts (e.g. checking and savings, credit cards, etc.) to make sure there is no unauthorized activity.
- Review any solicitations you receive in the near future.

- Be vigilant if you receive a call from someone who claims to represent Ameriprise Financial. If you have any doubts about the caller, hang up and call your financial advisor to verify the validity of the call.
- **If you notice any unusual activity, contact your financial advisor or Ameriprise Financial Customer Service at 800.862.7919 immediately. We are here to help.**

**For More Information.**

Please accept my sincere apology regarding this situation and any inconvenience it may cause you. Ameriprise Financial is committed to protecting your privacy and online security is a top priority for us. Please do not hesitate to contact Kelly D Fox at 508.695.2336 with any questions or to request additional assistance.

Sincerely,

A handwritten signature in cursive script that reads "Kathleen Dedenbach".

Kathleen Dedenbach  
Vice President & Chief Counsel  
Global Chief Privacy Officer  
Ameriprise Financial, Inc.

**Additional Resources**

<b>Contact/Resource</b>	<b>Phone Number</b>	<b>Web</b>	<b>Address</b>
<b>Federal Trade Commission</b> Helpful information on ID Theft	877.438.4338	identitytheft.gov	600 Pennsylvania Avenue, NW Washington, DC 20580
<b>Equifax</b> Register a Fraud Alert or Security Freeze	800.525.6285	equifax.com	P.O. Box 740241 Atlanta, GA 30374
<b>Experian</b> Register a Fraud Alert or Security Freeze	888.397.3742	experian.com	P.O. Box 9554 Allen, TX 75013
<b>Transunion</b> Register a Fraud Alert or Security Freeze	800.680.7289	transunion.com	2 Baldwin Place P.O. Box 1000 Chester, PA 19022
<b>Identity Theft Resource Center</b>	888.400.5530	idtheftcenter.org	3625 Ruffin Road #204 San Diego, CA 92123
<b>OnGuard Online</b> Online Safety Resources		onguardonline.gov	

**Ameriprise Resources**

<b>Resource</b>	<b>Web</b>
<b>Privacy, Security &amp; Fraud Center</b> Link to our Privacy Notice How we protect your information Reporting and Preventing Fraud	ameriprise.com/privacy-security-fraud
<b>Online Security Guarantee</b>	ameriprise.com/privacy-security-fraud/online-security-guarantee

## Security Freeze

Many state laws also allow consumers to place a security freeze on their credit reports. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services.

To place a freeze, write, go online or call the three credit bureaus below. Documents will be requested to verify your identity and address, possibly including but not limited to: copies of your Social Security card, paystub, state driver's license, or utility bill.

<b>Contact/Resource</b>	<b>Phone Number</b>	<b>Web</b>	<b>Address</b>
<b>Equifax Security Freeze</b>	800.349.9960	<a href="http://equifax.com">equifax.com</a>	P.O. Box 105788 Atlanta, GA 30348-5788
<b>Experian Security Freeze</b>	888.397.3742	<a href="http://experian.com/freeze/center.html">experian.com/freeze/center.html</a>	P.O. Box 9554 Allen, TX 75013
<b>Trans Union Security Freeze</b>	888.909.8872	<a href="http://transunion.com/credit-freeze">transunion.com/credit-freeze</a>	P.O. Box 160 Woodlyn, PA 19094

### Residents of **Massachusetts** and **Rhode Island**:

As a resident of Massachusetts or Rhode Island, you have the right to obtain any police report filed regarding 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.

### Residents of **Iowa, Maryland, North Carolina, New York, Kentucky, Rhode Island and Oregon**:

The Identity Theft Unit in your state gives you step-by-step advice on how to protect yourself and help address some of the issues that identity theft causes. Report suspected identity theft to your local law enforcement, the Attorney General and the Federal Trade Commission. Below is the mailing address, website, and phone number for the Attorney General office in your state.

<b>State</b>	<b>Phone Number</b>	<b>Web</b>	<b>Address</b>
<b>Iowa</b>	515.281.5044 800.373.5044	iowaattorneygeneral.gov	Office of the Attorney General of IA Hoover State Office Building 1305 E. Walnut Street Des Moines, IA 50319
<b>New York</b>	800.697.1220	dos.ny.gov/ consumerprotection	New York Department of State Division of Consumer Protection One Commerce Plaza, 99 Washington Ave Albany, NY 12231-0001
	800.771.7755	ag.ny.gov	Office of the Attorney General of NY The Capitol Albany, NY 12224-0341
<b>North Carolina</b>	(877) 5-NO-SCAM Toll-free within North Carolina 919.716.6000	ncdoj.gov	Office of the Attorney General of NC Consumer Protection Division 9001 Mail Service Center Raleigh, NC 27699-9001
<b>Oregon</b>	503.378.4400	doj.state.or.us	Oregon Department of Justice 1162 Court Street NE Salem, OR 97301-4096
<b>Maryland</b>	410.576.6491	oag.state.md.us	Office of the Attorney General of MD 200 St. Paul Place Baltimore, MD 21202
<b>Kentucky</b>	502.696.5300	ag.ky.gov	Office of the Attorney General of KY 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601
<b>Rhode Island</b>	401.274.4400	riag.ri.gov	Office of the Attorney General of RI 150 South Main Street Providence, Rhode Island 02903

**District of  
Columbia**

202.727.3400

[oag.dc.gov](http://oag.dc.gov)

Office of the Attorney General  
of DC  
441 4th Street, NW  
Washington, DC 20001

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