



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

[Mailing Date]

[Name]  
[Address]  
[City, State Zip]

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

### Reference Number:

Dear [Name]:

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, on or around [incident date], an employee signed into your Chase account through the mobile app on their own phone, and may have shared access to your information with a third party. The information could have included your name, address, account number, and other personal and account-related information.

### What we are doing

- When we identified transactions as fraudulent, we reimbursed the account. If you identify unauthorized charges on your account, or if you would like us to open new accounts for you, please contact us at 800-935-9935.
- We terminated the employee and continue to train all our employees to safeguard information.

### What you can do

- We strongly recommend that you change your User ID and password to access chase.com and the Chase Mobile app, if you haven't already.
- 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.
- 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](https://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, slightly slanted style.

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

## Experian's® IdentityWorks® Enrollment Information

To help protect your identity, Chase is offering a complimentary membership of Experian's® IdentityWorks®. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

### Activate IdentityWorks® Now in Three Easy Steps

1. **Ensure** that you enroll by: [Date] (Your code will not work after this date.)
2. **Visit** the IdentityWorks® website to enroll: [www.experianidworks.com/3bcredit](http://www.experianidworks.com/3bcredit)
3. **Provide** your activation code: [Activation Code]

If you have questions or need an alternative to enrolling online, please call 877-890-9332 and provide engagement number: [Engagement Number]

### Additional details regarding your IdentityWorks® membership

- A credit card is not required for enrollment.
- Once your IdentityWorks® membership is activated, you will receive the following features:
  - Free copy of your Experian® credit report
  - **Surveillance Alerts for Daily Bureau Credit Monitoring:** Alerts of key changes and suspicious activity found on your Experian®, Equifax® and TransUnion® credit reports
  - **Identity Theft Resolution and IdentityWorks® ExtendCARE™:** Toll-free access to US-based customer care and a dedicated Identity Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each incident; help with contacting credit grantors to dispute charges and close accounts including credit, debit and medical insurance cards; assist with freezing credit files; and contact government agencies.
    - It is recognized that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high-level of Fraud Resolution support even after your IdentityWorks® membership has expired.
  - **\$1 Million Identity Theft Insurance<sup>1</sup>:** Immediately covers certain costs including lost wages, private investigator fees, and unauthorized electronic fund transfers.

Once your enrollment in IdentityWorks® is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about IdentityWorks®, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's® customer care team at 877-890-9332.

<sup>1</sup>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.

## You Can Take Additional Steps to Help Protect Yourself

### Place a one-year fraud alert on your credit file

An **initial one-year fraud alert** tells anyone requesting your credit file that you might be at risk for fraud. A lender should verify that you have authorized any request to open a credit account in your name, increase the credit limit and/or get a new card on an existing account. If the lender can't verify this, they shouldn't process the request.

Contact any one of the credit reporting agencies to set up an initial one-year fraud alert.

#### **Equifax**

PO Box 105069  
Atlanta, GA 30348  
1-800-525-6285  
equifax.com

#### **Experian**

PO Box 9554  
Allen, TX 75013  
1-888-397-3742  
experian.com

#### **TransUnion**

PO Box 2000  
Chester, PA 19016  
1-800-680-7289  
transunion.com

### Place a security freeze on your credit file

A **security freeze** on your credit file prevents anyone from accessing your credit report and therefore from issuing credit in your name. **However, placing a security freeze also may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit, mortgages, employment, housing or other services.**

Contact all three of the credit reporting agencies above to set up a security freeze with each of them.

### Order your free annual credit reports

Visit [annualcreditreport.com](http://annualcreditreport.com) or call 1-877-322-8228 to get a free copy of your credit reports. Once you receive them:

- Verify that all information is correct.
- Look for discrepancies such as accounts you didn't open or creditor inquiries you didn't authorize.
- Contact the credit reporting agency if you notice incorrect information or have questions.

### Manage your personal information

- Carry only essential documents with you.
- Be cautious about sharing your personal information with anyone else.
- Shred receipts, statements, and other documents containing sensitive information.
- Use anti-virus software on your computer and keep it updated.

### Use tools to monitor your credit and financial accounts

- We suggest that you carefully review your credit reports and bank, credit card and other account information on [chase.com](http://chase.com) and in statements for any transaction you don't recognize.
- We can provide copies of past statements at no cost to you.
- Call us at 1-888-745-0091 to report unauthorized transactions.
- Work with us to close your account(s) and open new ones with new account numbers.
- Create alerts with your credit card company and bank to notify you of activity.
- File an identity-theft report with your local police and contact the credit reporting agency that issued the report if you find unauthorized or suspicious activity on your credit report.

### Get more information about identity theft and ways to protect yourself

- Visit [experian.com/blogs/ask-experian/category/credit-advice/fraud-and-identity-theft/](http://experian.com/blogs/ask-experian/category/credit-advice/fraud-and-identity-theft/)
- Call the Federal Trade Commission (FTC) identity theft hotline at 1-877-438-4338 (TTY: 1-866-653-4261) or visit [IdentityTheft.gov](http://IdentityTheft.gov)