



July 13, 2023

Dear

We are writing regarding a recent disclosure of some of your personal information related to your FILI application and Individual account ending in 8679 held by Fidelity. We are keenly aware of how important the security and privacy of your personal information are to you and we sincerely regret this matter.

**WHAT HAPPENED?**

On June 07, 2023, your prefilled FILI application was inadvertently mailed to your previous address.

**WHAT INFORMATION WAS INVOLVED?**

The application included your name, Social Security number, Fidelity account number, date of birth, email address, address, and phone number.

**WHAT WE ARE DOING.**

Fidelity became aware of the matter on June 15, 2023, when an associate from the Fidelity Hingham branch contacted you to confirm the receipt of your paperwork. Additionally, the issue has been reviewed with the associate responsible for the error.

**WHAT YOU CAN DO.**

At this time, we are not aware of any misuse of your personal information. However, it is always a sensible precaution to remain vigilant for fraudulent activity or identity theft by regularly reviewing your account statement, monitoring free credit reports, and promptly reporting any suspicious activity to local law enforcement, or your appropriate state authority.

Additionally, Fidelity has arranged for you to enroll, at your option, in a credit monitoring service for one year at no cost to you. This service allows you and your beneficiaries to monitor your credit reports and to detect any unusual activity that may affect your personal financial situation. The service is provided by TransUnion Interactive, a subsidiary of TransUnion®, one of the three nationwide credit reporting companies. If you and your beneficiaries decide to enroll, please refer to the enclosed instruction sheet.

**OTHER IMPORTANT INFORMATION.**

We take the protection of customer information very seriously and sincerely apologize for any concern or inconvenience this may have caused. For details on additional ways to protect yourself, please refer to the enclosed instruction sheet.

**FOR MORE INFORMATION.**

If you have any questions regarding this incident, please feel free to call Michael Regan at (781) 556-0131 ext. 50270.

Sincerely,

**Chintan Parekh**

Chintan Parekh

Chief Privacy Officer

## CREDIT MONITORING INSTRUCTION SHEET

### Complimentary Credit Monitoring Service

As a safeguard, we have arranged for you to enroll, at no cost to you, in an online three-bureau credit monitoring service (myTrueIdentity) for 18 months provided by TransUnion Interactive, a subsidiary of TransUnion®, one of the three nationwide credit reporting companies.

To enroll in this service, go directly to the myTrueIdentity website at [www.mytrueidentity.com](http://www.mytrueidentity.com) and in the space referenced as “Enter Activation Code”, enter the following 12-letter Activation Code **FHRNMGBPGGHB** and follow the three steps to receive your credit monitoring service online within minutes.

If you do not have access to the internet and wish to enroll in a similar offline, paper based, three-bureau credit monitoring service, via U.S. Mail delivery, please call the TransUnion Fraud Response Services toll-free hotline at **1-855-288-5422**. When prompted, enter the following 6-digit telephone pass code **697033** and follow the steps to enroll in the offline credit monitoring service, add an initial fraud alert to your credit file, or to speak to a TransUnion representative if you believe you may be a victim of identity theft.

You can sign up for the online or offline credit monitoring service anytime between now and **September 30, 2023**. Due to privacy laws, we cannot register you directly. Please note that credit monitoring services might not be available for individuals who do not have a credit file with TransUnion®, Experian® and Equifax®, or an address in the United States (or its territories) and a valid Social Security number or are under the age of 18. Enrolling in this service will not affect your credit score.

Once you are enrolled, you will be able to obtain 18 months of unlimited access to your TransUnion credit report and credit score. The daily three-bureau credit monitoring service will notify you if there are any critical changes to your credit files at TransUnion, Experian and Equifax, including fraud alerts, new inquiries, new accounts, new public records, late payments, change of address and more. The subscription also includes access to identity restoration services that provides assistance in the event that your identity is compromised to help you restore your identity and up to \$1,000,000 in identity theft insurance with no deductible. (Certain policy limitations and exclusions may apply.)

If you have questions about your online credit monitoring benefits, need help with your enrollment, or need help accessing your credit report, or passing identity verification, please contact the myTrueIdentity Customer Service Team toll-free at: **1-844-787-4607**, Monday-Friday: 8am-9pm, Saturday-Sunday: 8am-5pm Eastern time.

## **ADDITIONAL STEPS TO PROTECT YOURSELF**

### Directions for Placing a Fraud Alert

You may want to consider placing an initial fraud alert on your credit file. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. You may place a fraud alert in your file by calling one of the three nationwide credit reporting agencies. The agency that processes your fraud alert will notify the other two credit reporting agencies on your behalf. An initial fraud alert stays on your credit report for 90 days. When you place this alert on your credit report, you will receive information about ordering one free credit report from each of the credit reporting companies. Once you receive your reports, review them carefully for inquiries from companies you did not contact, accounts you did not open, and debts on your accounts that you cannot explain. Verify the accuracy of your Social Security number, address(es), full name and employer(s). Notify the credit reporting companies if any information is incorrect.

Equifax: 877-478-7625 [www.equifax.com](http://www.equifax.com); PO Box 740241, Atlanta GA, 30374-0241

Experian: 888-397-3742 [www.experian.com](http://www.experian.com); PO Box 9532, Allen TX 75013

TransUnion LLC: 800-680-7289 [www.transunion.com](http://www.transunion.com); PO Box 6790, Fullerton CA 92834

### Directions for Obtaining a Credit Report

Please remember that while this matter may not involve significant risk, it is always good practice to take sensible steps to protect yourself by regularly reviewing your account statements and your credit report. As you may know, under federal law, you are entitled to one free copy of your credit report every 12 months from each of the major credit reporting agencies. You may obtain a free copy of your credit report by calling 1-877-FACT ACT (1-877-322-8228) or by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com).

### Resources

Additional information on identity theft is available from the Federal Trade Commission (FTC). You may contact the FTC to report any incidents of identity theft and to obtain guidance about protecting against identity theft.

Federal Trade Commission

Consumer Response Center

600 Pennsylvania Avenue, NW

Washington, DC 20580

Toll-free Identity Theft Helpline: 1-877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261

Website: [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/)