



January 11, 2018

Office of the Attorney General
New Hampshire Department of Justice
33 Capitol Street
Concord, NH 03301

STATE OF NH
DEPT OF JUSTICE
2018 JAN 16 AM 11:28

To Whom It May Concern:

Pursuant to RSA 359-C:20, we are writing to notify you of an unauthorized disclosure of personal information involving one New Hampshire resident.

From November 24, 2017 to December 7, 2017, due to an error by Fidelity, information about the resident's account was inadvertently sent to a third-party which offers financial data analytics services to financial advisors, including financial advisors which do business with Fidelity. As a result of our error, another financial advisor had the ability to access the account information through this financial data analytics vendor. The information about the resident's account was sent in a secure manner, and we have no evidence of misuse of this information by either the third-party analytics firm or the financial advisor. Data concerning the resident included name, Fidelity account number, Social Security number, date of birth, account balances and history.

Fidelity initially became aware of the matter on December 8, 2017 when our service provider who sends the data on our behalf had an inquiry regarding the data. We reviewed the data, noted the error and corrected it, prior to the data being sent that day. The account information is no longer being sent to the third-party nor is it accessible to the other financial advisor. Additionally, the third-party firm was cooperative in deleting the data from its system. Fidelity researched the matter and reviewed the list of potentially impacted accounts. By December 26, 2017, we confirmed the actual impacted accounts.

This incident impacted one New Hampshire resident. We notified the resident by letter on January 11, 2018. A copy of the letter is attached.

If you have any questions, please contact me at 617-392-1224.

Sincerely,

William G. Duserick
Chief Privacy Officer
Fidelity Investments

Attachment



January 10, 2018

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

Dear [Name]:

We are writing to notify you of a matter that involved the inadvertent disclosure of some personal information about you held by Fidelity Investments and managed by your advisor, [Advisor Firm Name]. We deeply regret this situation and are keenly aware of how important the security and privacy of your personal information are to you.

WHAT HAPPENED?

From November 24, 2017 to December 8, 2017, due to an error by Fidelity, information about your account(s) was inadvertently sent to a third-party which offers financial data analytics services to financial advisors, including financial advisors which do business with Fidelity. As a result of our error, another financial advisor had the ability to access your information through this financial data analytics vendor. The information about your account(s) was sent in a secure manner, and we have no evidence of misuse of this information by either the vendor or the financial advisor.

WHAT INFORMATION WAS INVOLVED?

Information related to your account(s) included your name, Fidelity account number(s), Social Security number, date of birth, account balance and history.

WHAT WE ARE DOING.

Fidelity initially became aware of the matter on December 8, 2017 after an inquiry from the third-party vendor who received your account information. Fidelity corrected the error that same day and the information is no longer included in the transmissions to the service provider. Additionally, the third-party firm was cooperative in deleting the data from its systems.

WHAT YOU CAN DO.

At this time, we are not aware of any misuse of the information. As a precautionary measure, we encourage all individuals to remain vigilant for incidence of fraud and identity theft by reviewing account statements, monitoring free credit reports, and promptly reporting any suspicious activity. Additionally, Fidelity has arranged for you to enroll, at your option, in a credit monitoring product for one year at no cost. This product allows you to monitor your credit report and to detect any unusual activity that may affect your personal financial situation. The product is provided by Equifax. Your activation code is XXXXXXXXXXXXX.

OTHER IMPORTANT INFORMATION.

For details on how to enroll in the credit monitoring product and for additional ways to protect yourself, please refer to the enclosed instruction sheet.

FOR MORE INFORMATION.

Please contact your advisor.

Sincerely,

William Duserick
Chief Privacy Officer

Cc: [Advisor Firm Name]

CREDIT MONITORING INSTRUCTION SHEET

About the Equifax Credit Watch™ Gold with 3-in-1 Monitoring identity theft protection product

Equifax Credit Watch will provide you with an “early warning system” to changes to your credit file and help you to understand the content of your credit file at the three major credit-reporting agencies. Note: You must be over age 18 with a credit file in order to take advantage of the product.

Equifax Credit Watch provides you with the following key features and benefits:

- Comprehensive credit file monitoring and automated alerts of key changes to your **Equifax, Experian, and TransUnion** credit reports
- Wireless alerts and customizable alerts (available online only)
- One 3-in-1 Credit Report and access to your Equifax Credit Report™
- Up to \$1 million in identity theft insurance¹ with \$0 deductible, at no additional cost to you
- 24 by 7 live agent Customer Service to assist you in understanding the content of your Equifax credit information, to provide personalized identity theft victim assistance and in initiating an investigation of inaccurate information.
- 90 day Fraud Alert² placement with automatic renewal functionality* (available online only)

How to Enroll: You can sign up online or over the phone

To sign up online for **online delivery** go to www.myservices.equifax.com/tri

1. **Welcome Page:** Enter the Activation Code provided in your letter in the “Activation Code” box and click the “Submit” button.
2. **Register:** Complete the form with your contact information (name, gender, home address, date of birth, Social Security number and telephone number) and click the “Continue” button.
3. **Create Account:** Complete the form with your email address, create a User Name and Password, check the box to accept the Terms of Use and click the “Continue” button.
4. **Verify ID:** The system will then ask you up to four security questions to verify your identity. Please answer the questions and click the “Submit Order” button.
5. **Order Confirmation:** This page shows you your completed enrollment. Please click the “View My Product” button to access the product features.

To sign up for **US Mail delivery**, dial 1-866-937-8432 for access to the Equifax Credit Watch automated enrollment process. Note that all credit reports and alerts will be sent to you via US Mail only.

1. **Activation Code:** You will be asked to enter your enrollment code as provided at the top of this page.
2. **Customer Information:** You will be asked to enter your home telephone number, home address, name, date of birth and Social Security number.
3. **Permissible Purpose:** You will be asked to provide Equifax with your permission to access your credit file and to monitor your file. Without your agreement, Equifax cannot process your enrollment.
4. **Order Confirmation:** Equifax will provide a confirmation number with an explanation that you will receive your Fulfillment Kit via the US Mail (when Equifax is able to verify your identity) or a Customer Care letter with further instructions (if your identity can not be verified using the information provided). Please allow up to 10 business days to receive this information.

1 - Identity Theft Insurance underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. 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. This product is not intended for minors (under 18 years of age).

2 - The Automatic Fraud Alert feature made available to consumers by Equifax Information Services LLC and fulfilled on its behalf by Equifax Consumer Services LLC.

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; PO Box 740241, Atlanta GA, 30374-0241

Experian: 888-397-3742 www.experian.com; PO Box 9532, Allen TX 75013

TransUnion LLC: 800-680-7289 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.

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/