



CONSUMER

May 6, 2015

Office of the Attorney General
33 Capitol Street
Concord, NH 03301

RE: First Command Financial Services, Inc. Security Breach

On February 24, 2015, First Command Financial Services, Inc. (First Command) learned that client data (including client name, social security number and account number) may have been on a spreadsheet stored on the stolen laptop of a First Command advisor. Two of the clients whose information was contained on the spreadsheet are residents of New Hampshire.

The laptop was password protected, however the hard drive was not encrypted. First Command has no indication that any data has been compromised or misused to date. Clients were notified by letter of the incident (see enclosed sample). The letter also offered credit monitoring services reimbursement. First Command has provided notice of this incident to the New Hampshire Department of Insurance concerning this matter.

Should you have any questions regarding this matter, please feel free to contact me at

[REDACTED]

Sincerely,

[REDACTED]

Encl

March 31, 2015

[FIRST+LAST NAME
STREET ADDRESS
CITY, STATE ZIPCODE]

Dear [FIRST+LAST NAME]:

Recently, a First Command laptop belonging to one of our Financial Advisors was stolen from his car. This incident was immediately reported to the police and the system password was changed to prevent access to the First Command network or other applications. However, the laptop hard drive may have contained your non-public personal information (including your social security number, account number or insurance policy number). At this time we have no evidence that your personal information has been or is likely to be misused as a result; nevertheless, we want to alert you to this matter and make you aware of some precautions you can take to protect yourself against the possibility of becoming a victim of identity theft.

PROTECTING YOUR PERSONAL INFORMATION

- I. **Fraud Alert:** We encourage you to consider placing a fraud alert on your credit files through the credit bureaus. A fraud alert informs creditors of your request to be contacted before a new account can be opened or a change to an existing account can be implemented. To add the alert, simply request a fraud alert activation from one of the three major credit bureaus below:

Equifax

P.O.Box740241
Atlanta, Georgia 30374-0241
1-800-525-6285
www.equifax.com

Experian

P.O. Box 9554
Allen, Texas 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 6790
Fullerton, CA 92834-6790
1-800-680-7289
www.transunion.com

Once the credit bureau you contact confirms the fraud alert, the remaining two bureaus are notified to place fraud alerts as well.

- II. **Security Freeze:** You also may decide that you would like to request a security freeze placed on your credit report. A security freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. *Therefore, using a security freeze may interfere with or delay your ability to obtain credit.* Make requests to a credit reporting company via certified mail, overnight mail or regular stamped mail to the address above.
- III. **Credit Reports:** You may want to request a copy of your credit report as well, which all three credit bureaus will provide every 12 months at no cost to you. To order your report, visit www.annualcreditreport.com, call toll-free (877) 322-8228, or complete an Annual Credit Report Request Form and mail it to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281 (the request form is available at www.ftc.gov/bcp/menus/consumer/credit/rights.shtml). You also can purchase a copy of your credit report by contacting one of the three national credit