



October 12, 2012

VIA FACSIMILE NO. 603-271-2110 and EXPRESS COURIER

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

Re: Notification of Potential Security Breach

Dear Sirs/Madams:

We are writing to notify you of an event which may constitute a breach of the security of a system involving 43,750 New Hampshire residents.

We have determined that personal information of New Hampshire residents was included on two data backup tapes that we shipped to one of our locations in late March, 2012. The tapes have been missing since then, and we have been unable to locate them despite diligent efforts. The personal information of New Hampshire residents which was included on the tapes may have included name, address, social security number, account number, or other data elements such as date of birth or driver's license number. We are not currently aware of any misuse of the personal information, but we are informing you of this incident because we are unable to locate the tapes or account for their disappearance.

We are currently engaged in the process of notifying our affected customers in writing. In addition, we have offered to transfer the funds in their affected accounts to a new account free of charge, and also offered one year of free credit monitoring to customers who qualify for that service (note that the service is not available to minors). A copy of our customer notification letter is enclosed for your reference. We have also notified law enforcement.

If you need any further information, please contact: Joan B. Quinn, Chief Privacy Officer, TD Bank, N.A., 2461 Main Street, Glastonbury, CT 06033 or 860-652-6534.

Sincerely,

Joan B. Quinn  
Chief Privacy Officer



America's Most Convenient Bank®

Date

Customer Name

Address 1

Address 2

City, ST ZIP

Dear

At TD Bank, we realize the importance of keeping you informed when it comes to your banking. That's why we're committed to notifying you about events that might affect your accounts. Today, we're writing to let you know about an incident involving your personal information.

### **Important news about your personal information**

Some of your personal information was included on two data backup tapes that we shipped to another one of our locations in late March 2012. The tapes have been missing since then, and we have been unable to locate them despite diligent efforts. This isolated incident has been the subject of an internal investigation by our corporate security and information security teams. We have also notified law enforcement. Your personal information included on the tapes may have included your name or address, Social Security Number, and account, debit or credit card number.

We are not currently aware of any misuse of the personal information. However, because we are unable to locate the tapes or to account for their disappearance, we want to provide you with advice on ways to protect yourself.

### **Enroll in FREE credit monitoring service for 12 months**

As a result of this incident, we want to provide you with choices that will best protect you and your accounts at TD Bank. At our expense, we would like to offer you a one year subscription to ITAC Sentinel® Plus, a credit monitoring and identity theft protection service. ITAC Sentinel Plus provides monitoring of credit data and personal data such as Social Security Numbers, bank accounts, and credit card accounts, on Web sites known to be frequented by identity thieves. Please see the back of this letter for instructions on how to enroll. This credit monitoring offer is only available to consumers 18 years of age and older. Using the information within this letter, enroll by calling 1-866-214-8352.

### **Transfer funds to a new account at TD Bank**

If you want added protection for your money at TD Bank and would like to open new account(s), we will make it as easy as possible for you to do so. Please visit [tdbank.com](http://tdbank.com), stop by one of our Stores or contact us at 1-866-355-9870 and we will cover all expenses associated with this transaction.

### **Zero Liability Policy for Credit Card holders**

Under VISA U.S.A.'s "Zero Liability Policy" you may not be liable for the unauthorized use of your account or card that results in a fraudulent transaction made over the VISA network. To be eligible, you must notify us immediately of any unauthorized use of your account or card. We will provisionally credit

you for losses from the unauthorized card use within five (5) business days of your notification to us of the loss.

### **Recommendations to protect you from identity theft**

We are not aware of any misuse of your information, but suggest you take these steps to protect yourself:

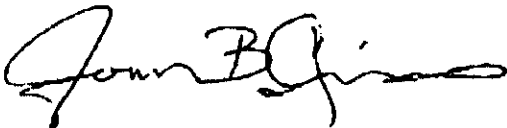
- Remain vigilant about your personal information, particularly over the next 12 to 24 months.
- Carefully review monthly account statements and your free credit reports. See below as to how to obtain a free copy of your credit report.
- Notify us immediately of any suspicious activity or suspected identity theft.
- Report any suspicious or unauthorized activity to law enforcement and to the FTC at 1-877-FTC-HELP (877-382-4357).
- Place a fraud alert on your credit file, which tells creditors to contact you before they open any new accounts or change your existing accounts.\* You can contact the credit reporting agencies directly at:

Equifax: 1-877-478-7625; Experian: 1-888-397-3742; TransUnion Corp: 1-800-916-8800

More information about credit reports, including obtaining a free copy of your credit report, and guidance on steps you can take to prevent identity theft is available through the Federal Trade Commission (FTC) at [www.ftc.gov/bcp/edu/microsites/idtheft](http://www.ftc.gov/bcp/edu/microsites/idtheft), or by calling 1-877-322-8228 or visiting [www.annualcreditreport.com](http://www.annualcreditreport.com).

We know this is difficult news to hear and we sincerely regret any concern or inconvenience this may cause you. At TD Bank, protecting our Customers' personal information is a top priority and something we take very seriously. If you have any questions, or if you need additional information or assistance, please call us at 1-866-355-9870.

Sincerely,



**Joan B. Quinn**  
Chief Privacy Officer

*\*Please note, if you plan on signing up for the complimentary service outlined below we recommend that you don't place a fraud alert until after enrollment because it can delay the receipt of your membership materials*

### **ITAC Sentinel Plus Credit Monitoring Enrollment Instructions**

ITAC Sentinel Plus features include:

- 3-Bureau Credit Report
- 3-Bureau Daily Monitoring with NOTIFY EXPRESS® Alerts
- 3-Bureau Quarterly Credit Update
- ITAC Victim Assistance

- Card Theft Protection
- Internet Surveillance
- Credit Education Specialists

If you would like to sign up for the free year of credit monitoring, please do so by April 2013. The monitoring will be active for one year from the date you enroll.

**ENROLLMENT PROCEDURE:** To activate this coverage please call the toll-free number or visit the Web site listed below and enter the redemption code. The redemption code is required for enrollment.

Toll-Free: 1-866-214-8352  
Web Site: [www.itacsentinel.com/alert](http://www.itacsentinel.com/alert)  
Redemption Code: **XXXXXXXXXXXX**

When you enroll, you will need to provide the following information:

- Mailing Address
- Phone Number
- Social Security Number
- E-mail Address, if applicable
- Redemption Code