

RECEIVED

OCT 17 2022

CONFIDENTIAL

10/13/2022

John M. Formella
Office of the Attorney General
Consumer Protection and Antitrust Bureau
33 Capitol Street
Concord, New Hampshire 03301

Re: Privacy Event Notification

Dear Sir:

TD Bank, N.A. is notifying your office of a privacy event impacting two customers who are New Hampshire residents and may have been affected by this incident.

We recently learned that in May of 2022, one of our employees improperly accessed personal information and provided it to a third party. The employee was terminated, and local law enforcement was engaged. The personal information obtained by the employee may have included the customers' name, address, social security number, date of birth, transactional information, and/or account number.

We have notified the affected customers in writing and offered two years of free credit monitoring. A copy of our customer notification letter sent to the customers is enclosed for your reference. Thank you for your attention to this matter.

If you require additional information, please contact Stephanie Price, Head of US Privacy, TD Bank, N.A., 9000 Atrium Way, Mount Laurel, NJ 08054 or Stephanie.Price2@td.com.

Sincerely,

Stephanie Price
Head of US Privacy
TD Bank, N.A.

**** SAMPLE CUSTOMER NOTIFICATION LETTER SENT TO 2 IMPACTED RESIDENTS****



Notice of Data Breach

[Date]

[Name]

[Address]

[Address]

Dear [First Name]

We value your privacy and make every effort to keep your personal information safe. Unfortunately, we're writing today to let you know about a recent incident regarding your personal information.

What Happened?

We recently discovered that in May of 2022, one of our employees improperly accessed some of your personal information and provided it to an unauthorized third party. We believe this was the cause of the fraudulent activity on your account. We realize this is not news you want to hear, and we're truly sorry. Safeguarding your personal information is something we take very seriously.

What Information Was Involved?

The personal information that may have been included was your name, address, social security number, date of birth, transactional information, and account number.

What We Are Doing?

This is an isolated incident that is being addressed through an internal investigation by our corporate security team and we've engaged local law enforcement. We have reimbursed your account and we are taking action to better protect your confidentiality in the future.

We Are Offering You Additional Safeguards

- We're paying for you to take advantage of a complimentary two-year membership to Fraud-Defender, provided by Merchants Information Solutions. This best-in-class service helps detect misuse of your personal information. It also provides you with identity research and resolution services to protect your identity should you suspect a problem for any reason. Details are included on page 3.
- If you want added protection for your money at TD Bank and would like to close your existing account(s) and open new account(s), we'll make it as simple as possible. Please contact us and we'll cover all expenses associated with this process.

What You Can Do

Here's what you can do to protect yourself from identity theft and fraud:

- **Remain vigilant** for incidents of fraud, identity theft, and errors by regularly reviewing your account statements for any unauthorized activity and monitoring free credit reports over the next twelve to twenty-four months.

**** SAMPLE CUSTOMER NOTIFICATION LETTER SENT TO 2 IMPACTED RESIDENTS****

- **Establish a password** on your account(s). Also, routinely change online account passwords and security questions here at TD Bank and other companies.
- **Report any suspicious or unauthorized activity** to law enforcement and to the Federal Trade Commission (FTC) at **1-877-FTC-HELP** (1-877-382-4357).
- **Notify us immediately** of any suspicious activity or suspected identity theft at 1-800-893-8554.
- **Carefully monitor your credit report.** You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months. You may also have information relating to fraudulent transactions deleted from your credit report.
- **Place a free fraud alert or security freeze on your credit file,** which tells creditors to contact you before they open any new accounts or change your existing accounts – and alerts them of possible fraudulent activity. Fraud alerts last 90 days unless you manually renew them or use an automatic fraud alert feature. You can contact the credit reporting agencies directly at:

| | | |
|---|--|--|
| Equifax 1-800-525-6285 P.O. Box 740241 Atlanta, GA 30374-0241 https://www.equifax.com/personal | Experian 1-888-397-3742 P.O. Box 2104 Allen, TX 75013-0949 https://www.experian.com | TransUnion Corp 1-800-888-4213 P.O. Box 2000 Chester, PA 19016 https://www.transunion.com |
|---|--|--|

Additional information about credit reports and ways to prevent identity theft and fraud is available through the FTC at <https://www.consumer.ftc.gov/features/feature-0014-identity-theft>, by visiting annualcreditreport.com, by calling **1-877-322-8228**, or by mail to: Federal Trade Commission Consumer Response, 600 Pennsylvania Avenue, Washington, DC 20580.

For More Information

If you have any questions, please call us anytime at [phone number]. You're also welcome to contact our fraud unit at **1-800-893-8554**. Again, we apologize for any concern or inconvenience this may cause. We're committed to delivering a legendary Customer experience and truly appreciate the opportunity to regain your trust. Thank you for your patience and understanding.

Sincerely,

Name

**** SAMPLE CUSTOMER NOTIFICATION LETTER SENT TO 2 IMPACTED RESIDENTS****

Your complimentary two-year Fraud-Defender membership includes:

- Continuous monitoring of your TransUnion credit file with a daily alert of any changes or new items added to your credit file.
- Internet monitoring with daily alerts if we find your personal information exposed in high-risk areas of the Internet, including black market and social networking sites. You may register up to 50 unique pieces of personal and account information for monitoring.
- An assigned, professional Identity Theft Recovery Advocate to manage any problems you may have in the future and to work on your behalf to resolve any issues of fraud, if needed.

Complete instructions for activating your free services:

1. Visit tdbank.merchantsinfo.com and click on the red button which reads "Sign up takes 3 minutes with Instant Protection"
2. Next, click on the blue "Enroll" button.
3. Enter this complimentary enrollment code in the field labeled "Certificate Code":

[Code]

4. Follow the instructions on each page to complete your enrollment and identity authentication.
5. For help with enrollment or questions about this product, please call Merchants Information Solutions at 1-800-366-6573. Normal business hours are Monday – Friday 8:00 AM EST to 8:00 PM EST.

Please take advantage of this complimentary offer by **MMDDYYYY**.

**** SAMPLE CUSTOMER NOTIFICATION LETTER SENT TO 2 IMPACTED RESIDENTS****

Federal Fair Credit Reporting Act Rights:

The Fair Credit Reporting Act (FCRA) is federal legislation that regulates how credit reporting agencies use your information. It promotes the accuracy, fairness, and privacy of consumer information in the files of credit reporting agencies. As a consumer, you have certain rights under the FCRA, which the FTC has summarized as follows: you must be told if information in your file has been used against you; you have the right to know what is in your file; you have the right to ask for a credit score; you have the right to dispute incomplete or inaccurate information; credit reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; credit reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; you may seek damages from violators. Identity theft victims and active duty military personnel have additional rights.

For more information about these rights, you may go to www.ftc.gov/credit or write to: Consumer Response Center, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

SAMPLE