



RECEIVED

MAR 16 2020

CONSUMER PROTECTION

March 10, 2020

Gordon MacDonald, Esquire  
Office of the Attorney General  
Consumer Protection and Antitrust Bureau  
33 Capitol Street  
Concord, New Hampshire 03301

Re: Data Breach Notification

Dear Sir:

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

We recently learned that an online account management platform was showing account information to the wrong customer. The personal information which was obtained may have name, address, phone number, account number, SSN, and transactional information. This is an isolated incident that is being addressed through an internal investigation by our corporate security team.

We have notified our affected customers in writing. We will also be offering two years of free credit monitoring. A copy of our customer notification letter is enclosed for your reference.

If you need any further information, please contact: N. Patrice Brusko, Director, Chief Privacy Officer, TD Bank, N.A., 9000 Atrium Way, Mount Laurel, NJ 08054 or [Patrice.brusko@td.com](mailto:Patrice.brusko@td.com).

Sincerely,

N. Patrice Brusko  
Director, Chief Privacy Officer  
TD Bank, N.A.



## 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 on or around November 20, 2019 an issue occurred with our Online Account Website service which may have resulted in another customer viewing your information. 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, phone number, account number, Social Security Number, and transactional information.

### What We Are Doing?

This is an isolated incident that was immediately remediated. We are confident that we have fixed the issue with our Online Account Website to prevent this from occurring again.

### 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.
- **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 <b>1-800-525-6285</b> P.O. Box 740241 Atlanta, GA 30374-0241 <a href="https://www.equifax.com/personal">https://www.equifax.com/personal</a>	Experian <b>1-888-397-3742</b> P.O. Box 2104 Allen, TX 75013-0949 <a href="https://www.experian.com">https://www.experian.com</a>	TransUnion Corp <b>1-800-888-4213</b> P.O. Box 2000 Chester, PA 19016 <a href="https://www.transunion.com">https://www.transunion.com</a>
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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](http://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 **XXX-XXX-XXXX**. 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**  
**Vice President**

**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 [Date].**

**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](http://www.ftc.gov/credit) or write to: Consumer Response Center, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

**IF YOU ARE AN IOWA RESIDENT:**

You may contact local law enforcement or the Iowa Attorney General's Office to report suspected incidents of identity theft. You can contact the Iowa Attorney General at:

Office of the Attorney General  
Hoover State Office Building  
1305 E. Walnut Street  
Des Moines, IA 50319  
(515) 281-5164  
[www.iowaattorneygeneral.gov](http://www.iowaattorneygeneral.gov)

**IF YOU ARE A MARYLAND RESIDENT:**

You may obtain information about avoiding identity theft from the Maryland Attorney General's Office. This office can be reached at:

Office of the Attorney General  
Consumer Protection Division  
200 St. Paul Place  
Baltimore, MD 21202  
(888) 743-0023  
[www.oag.state.md.us](http://www.oag.state.md.us)

**IF YOU ARE A NEW MEXICO RESIDENT:**

You have rights under the federal Fair Credit Reporting Act (FCRA). These include, among others, the right to know what is in your file; to dispute incomplete or inaccurate information; and to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf> or [www.ftc.gov](http://www.ftc.gov).



**IF YOU ARE A NORTH CAROLINA RESIDENT:**

You may obtain information about preventing identity theft from the North Carolina Attorney General's Office. This office can be reached at:

North Carolina Department of Justice  
Attorney General Josh Stein  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
(877) 566-7226  
<http://www.ncdoj.gov>

**IF YOU ARE A NEW YORK RESIDENT:**

For more information on identity theft, you can visit the following websites:

New York Department of State Division of Consumer Protection:

<http://www.dos.ny.gov/consumerprotection>

NYS Attorney General at: <http://www.ag.ny.gov/home.html>

**IF YOU ARE AN OREGON RESIDENT:**

You may obtain information about preventing identity theft from the Oregon Attorney General's Office. This office can be reached at:

Oregon Department of Justice  
1162 Court Street NE  
Salem, OR 97301-4096  
(503) 378-4400  
<http://www.doj.state.or.us/>

**IF YOU ARE A RHODE ISLAND RESIDENT**

Based on our internal investigation to date, **XX** Rhode Island individuals were affected. You have the right to file or obtain a police report regarding this incident. You may also obtain information about preventing identity theft from the Rhode Island Attorney General's Office. This office can be reached at:

Rhode Island Office of the Attorney General  
150 South Main Street  
Providence, RI 02903  
<http://www.riag.ri.gov>

## **IF YOU ARE A MASSACHUSETTS RESIDENT**

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

You may also place a security freeze on your credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. Under federal law, you cannot be charged to place, lift, or remove a security freeze.

You must place your request for a freeze with each of the three major consumer reporting agencies: Equifax ([www.equifax.com](http://www.equifax.com)); Experian ([www.experian.com](http://www.experian.com)); and TransUnion ([www.transunion.com](http://www.transunion.com)). To place a security freeze on your credit report, you may send a written request by regular, certified or overnight mail at the addresses below. You may also place a security freeze through each of the consumer reporting agencies' websites or over the phone, using the contact information below:

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### **Equifax Security Freeze**

P.O. Box 105788

Atlanta, GA 30348

1-800-349-9960

<https://www.equifax.com/personal/credit-report-services/>

### **Experian Security Freeze**

P.O. Box 9554

Allen, TX 75013

1-888-397-3742

<https://www.experian.com/freeze/center.html>

### **TransUnion Security Freeze**

P.O. Box 160

Woodlyn, PA 19094

1-888-909-8872

<https://www.transunion.com/credit-freeze>

In order to request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed;

6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. Social Security Card, pay stub, or W2;
8. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

The credit reporting agencies have one (1) to three (3) business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password (or both) that can be used by you to authorize the removal or lifting of the security freeze. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (including name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze, as well as the identities of those entities or individuals you would like to receive your credit report. You may also temporarily lift a security freeze for a specified period of time rather than for a specific entity or individual, using the same contact information above. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for request made by mail) after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for requests made by mail) after receiving your request to remove the security freeze.