



RECEIVED

MAY 25 2021

CONSUMER PROTECTION

5/21/2021

Gordon MacDonald  
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 2 of our customers who are residents of New Hampshire and may have been affected by this incident.

We recently learned an employee was making unauthorized withdrawals. The personal information which was obtained may have included name, address, date of birth, transactional information, Social Security number, and 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 is enclosed for your reference. Thank you for your attention to this matter.

If you need any further 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](mailto:Stephanie.Price2@td.com).

Sincerely,

Stephanie Price  
Head of US Privacy  
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 February 26, 2021 one of our employees improperly accessed and used some of your personal information. We believe this was the cause of the recent 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. 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.

- **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 <a href="https://www.equifax.com/personal">https://www.equifax.com/personal</a>	Experian 1-888-397-3742 P.O. Box 2104 Allen, TX 75013-0949 <a href="https://www.experian.com">https://www.experian.com</a>	TransUnion Corp 1-800-888-4213 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 [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**

Retail Market President  
 Retail Banking

**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](http://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**.

**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.

SAMPLE