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June 8, 2023

Via email: Idtheft@oag.state.md.us

Anthony G. Brown
Office of the Attorney General
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202

Re: Notification Pursuant to Md. Code Com. Law § 14-3501 et seq.

Dear Attorney General Brown:

We are writing on behalf of Charles Schwab & Co., Inc. ("Schwab") to notify you of a security breach involving the personal information of 19 Maryland residents.

On April 19, 2023, Schwab was notified by one of its business partners of unusual account activity. Upon learning of the issue, Schwab locked potentially affected accounts and initiated a privileged investigation to determine the scope of the incident and to identify affected clients.

Through the investigation, which concluded on or around May 8, 2023, Schwab determined that certain client accounts may have been accessed without authorization in or around March 6, 2023 to April 19, 2023 by a third-party service provider that assists Schwab in handling calls from clients. One or more of the following categories of personal information may have been accessed: name, address, Social Security number, account number, email address, driver's license number, date of birth, phone number, account balance, and account transactions. Schwab is continuing to monitor for any signs of identity theft or fraud in connection with this incident.

Schwab will mail written notification letters to affected clients on or around June 9, 2023, and has attached a template copy of the notification letter as Exhibit A. Out of an abundance of caution, Schwab will provide the potentially affected Maryland residents whose personal information may have been accessed with credit monitoring and identity protection services through IdentityForce at no charge for a period of twenty-four months. Additionally, Schwab will monitor the potentially affected accounts and will continue to apply multiple layers of security protections, including 24/7 monitoring of its systems and client accounts for any signs of

unusual activity.

If you have questions concerning this notification, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Jay Johnson", written in a cursive style.

Jay Johnson
Managing Director, Legal Counsel

EXHIBIT A

June 9, 2023

Important information about your account(s)

As a follow-up to our recent conversation, we are writing to provide additional information relating to the unauthorized access of your account(s) by one of the third-party service providers that assists us in handling calls from clients. Please know, your account assets are secure and backed by the Schwab Security Guarantee. The safety and security of your information is paramount, and we are committed to protecting the privacy of your information. As we outline below, we are taking steps to help you protect your data. We hope these actions can provide some peace of mind regarding the ongoing security of your information.

What happened?

On April 19, 2023, we were notified by one of our business clients of potential unusual account activity. We immediately launched an investigation and determined your account(s) may have been accessed without authorization by a third-party service provider. We are continuing to monitor the situation. If you see any unusual account activity or unauthorized use of your personal information, please call us immediately at **1-877-460-4483**.

What information was involved?

The personal information viewable within your account(s) included your name, address, Social Security number, Schwab account number, email address, driver's license number, date of birth, phone number, account balance, and account transactions.

What we are doing.

Out of an abundance of caution, we locked your account(s) while we investigated this matter. If you haven't already unlocked your account(s), please call us at **1-877-460-4483**, Monday through Friday between 8:00 a.m. and 9:00 p.m. ET, or Saturday and Sunday between 10:00 a.m. and 7:30 p.m. ET.

Schwab will continue to monitor your account(s) for any signs of unusual activity.

Additionally, we are offering two (2) years of credit monitoring and identity protection services from IdentityForce® at no cost to you. To enroll, please follow the instructions provided at the end of this letter.

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What you can do.

We recommend you review the enclosed “Other Important Information” document for further steps you can take to help protect your information, including regularly monitoring your account(s) for unusual activity, setting up security alerts, and enrolling in advance authentication.

You can find more information about how to take these steps or learn more about Schwab’s Security Guarantee by visiting **schwab.com/schwabsafe**.

For more information.

We recognize the trust our clients place in us and apologize for any concern this information may have caused. The security of your information is a top priority for Schwab, and we have a dedicated team available to assist. If you have any questions or concerns, please call us at **1-877-460-4483**, Monday through Friday between 8:00 a.m. and 9:00 p.m. ET, or Saturday and Sunday between 10:00 a.m. and 7:30 p.m. ET.

Clients of independent investment advisors, please call your advisor directly or call Schwab Alliance at **1-800-515-2157**.

Other important information

This notification is not in conjunction with any law enforcement investigation.

Free Credit Report. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the four nationwide credit-reporting agencies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at **1-877-322-8228**. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission (“FTC”) website at www.consumer.ftc.gov) to: Annual Credit Report Request Service, PO Box 105281, Atlanta, GA 30348-5281

- **Equifax**, PO Box 740241, Atlanta, GA 30374, www.equifax.com, **1-800-685-1111**
- **Experian**, PO Box 2104, Allen, TX 75013, www.experian.com, **1-888-397-3742**
- **TransUnion**, PO Box 2000, Chester, PA 19016, www.transunion.com, **1-800-888-4213**
- **Innovis**, PO Box 1689, Pittsburgh, PA 15230-1689, www.innovis.com, **1-800-540-2505**

Fraud Alert. You have the right to place an initial or extended “fraud alert” on your file at no cost by contacting any of the four nationwide credit-reporting agencies identified below. An initial fraud alert is a one-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert displayed on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. If you are a victim of identity theft and have filed an identity theft report with law enforcement, you may want to consider placing an extended fraud alert, which lasts for seven years, on your credit file.

- **Equifax**, PO Box 105069, Atlanta, GA 30348-5069, www.equifax.com/personal/credit-report-services/credit-fraud-alerts/, **1-800-525-6285**
- **Experian**, PO Box 9554, Allen, TX 75013, www.experian.com/fraud/center.html, **1-888-397-3742**
- **TransUnion**, PO Box 2000, Chester, PA 19016, www.transunion.com/fraud-alerts, **1-800-680-7289**
- **Innovis Consumer Assistance**, PO Box 26, Pittsburgh, PA 15230-0026, www.innovis.com/personal/fraudActiveDutyAlerts, **1-800-540-2505**

Security Freeze. You have the right to place, lift, or remove a “security freeze” on your credit report, 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 separately with each of the consumer reporting agencies. To place a security freeze on your credit report, you may do so by contacting each of the consumer reporting agencies through the contact information below:

- **Equifax**, PO Box 105788, Atlanta, GA 30348-5788, www.equifax.com/personal/credit-report-services/credit-fraud-alerts/, **1-888-298-0045**
- **Experian**, PO Box 9554, Allen, TX 75013, www.experian.com/freeze/center.html, **1-888-397-3742**
- **TransUnion**, PO Box 160, Woodlyn, PA 19094, www.transunion.com/credit-freeze, **1-888-909-8872**
- **Innovis**, PO Box 26, Pittsburgh, PA 15230-0026, www.innovis.com/personal/securityFreeze, **1-800-540-2505**

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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 (note that if you are requesting a security freeze for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible and display your name, current mailing address, and the date of issue. 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 the identity theft.

The credit-reporting agencies have one business day after receiving your request by toll-free telephone or secure electronic means, or up to three business days after receiving your request by mail, to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five business days and may 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, or to lift a security freeze for a specified period of time, you must submit a request through a toll-free telephone number; by a secure electronic means maintained by a credit-reporting agency; or by sending a written request via regular, certified, or overnight mail to the credit-reporting agencies and include proper identification (name, address, and Social Security number) and the PIN or password provided to you when you placed the security freeze, as well as the identity of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit-reporting agencies have one business day after receiving your request by toll-free telephone or secure electronic means, or three business days after receiving your request by mail, to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must submit a request through a toll-free telephone number; by a secure electronic means maintained by a credit-reporting agency; or by sending a written request via regular, certified, or overnight mail to each of the credit bureaus and include proper identification (name, address, and Social Security number) and the PIN or password provided to you when you placed the security freeze. The credit bureaus have one business day after receiving your request by toll-free telephone or secure electronic means, or three business days after receiving your request by mail, to remove the security freeze.

Federal Trade Commission and State Attorneys General Offices. If you believe you have been the victim of identity theft or have reason to believe your personal information has been misused, you should immediately report that to the FTC, your local law enforcement agency, and/or your state attorney general. You may also contact these agencies for information on how to prevent or avoid identity theft and to obtain additional information about fraud alerts and security freezes. This notification was not delayed as a result of a law enforcement investigation.

You may contact the FTC at Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, D.C. 20580, www.identitytheft.gov, 1-877-ID-THEFT (438-4338). To learn more about protecting yourself from identity theft, visit the FTC's website at www.ftc.gov/bcp/edu/microsites/idtheft.



For Iowa Residents: You are advised to report suspected incidents of identity theft to law enforcement or the Iowa Attorney General's Office at Office of the Attorney General of Iowa, Consumer Protection Division, Hoover State Office Building, 1305 East Walnut Street, Des Moines, IA 50319, www.iowaattorneygeneral.gov, telephone: **1-515-281-5926** or **1-888-777-4590**.

For Maryland Residents: You may obtain information about avoiding identity theft from the Maryland Attorney General's Office: Office of the Attorney General of Maryland, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, www.marylandattorneygeneral.gov/Pages/CPD/default.aspx, telephone: **1-410-576-6491**.

For New Mexico Residents: You have rights pursuant to the Fair Credit Reporting Act ("FCRA"), such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the FCRA, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from violators. You may have additional rights under the FCRA not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the FCRA. We encourage you to review your rights pursuant to the FCRA by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response 30-A, Federal Trade Commission, 600 Pennsylvania Ave., NW, Washington, D.C. 20580.

For New York Residents: You may obtain additional information about security breach response and identity theft prevention and protection from the New York State Office of the Attorney General at ag.ny.gov/ or by calling **1-800-771-7755**; the New York State Police at troopers.ny.gov/ or by calling **1-518-457-6721**; and/or the New York Department of State at www.dos.ny.gov or by calling **1-800-697-1220**.

For North Carolina Residents: You may obtain additional information about preventing identity theft provided by the North Carolina Attorney General at ncdoj.gov/protecting-consumers/identity-theft/, by calling **1-877-566-7226**, or by writing to 9001 Mail Service Center, Raleigh, NC 27699.

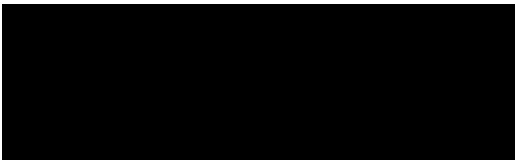
For Oregon Residents: You are advised to report any suspected incidents of identity theft to law enforcement, the FTC, and the Oregon Attorney General at doj.state.or.us, by calling **1-877-877-9392**, or writing to Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096.

For Rhode Island Residents: You have the right to file and obtain a copy of any police report. You also have the right to request a security freeze as described above. You may contact the Rhode Island Attorney General at www.riag.ri.gov, by calling **1-401-274-4400**, or by writing to 150 South Main Street, Providence, RI 02903.

For More Information.

To learn more about protecting yourself from identity theft, visit the Federal Trade Commission's website at www.ftc.gov/bcp/edu/microsites/idtheft, or call them toll-free at **1-877-FTC-HELP**.

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About the IdentityForce® identity theft protection product

Sontiq's IdentityForce identity theft protection will alert you to changes to your credit report and help you understand the content of your credit report at the three major credit-reporting agencies. Should you become a victim of identity theft, you will be provided with fully managed restoration services. Note: You must be over age 18 with a credit file in order to take advantage of the product.

IdentityForce provides you with the following features and benefits:

- Comprehensive credit report monitoring and automated alerts of key changes to your **TransUnion**, **Experian**, and **Equifax** credit reports
- 3-in-1 credit report available immediately upon enrollment
- Up to \$1 million in identity theft insurance with \$0 deductible
- Fully managed restoration services for victims of identity theft
- 24/7 live agent customer service to provide personalized identity theft victim assistance and answer all your questions

Enroll online or over the phone.

To sign up online, go to **secure.identityforce.com/benefit/schwab**.

1. Landing Page: Enter your name, email, and verification code and click **Enroll Now**.
2. Complete Account Activation: Complete the form with the required information (i.e. name, Social Security number, date of birth, and home address).
3. Account Security:
 - Create a case-sensitive password and choose a secret question and case-sensitive answer.
 - Choose whether you would like to receive mobile text alerts.
 - Two-factor authentication is required for setup. Select your preferred method for receiving the two-factor authentication code and, once received, enter it in the appropriate field.
4. Dashboard: Once completed, you will see your account dashboard. Clicking on the **My Services** tab will allow you to activate services.
5. Credit Monitoring and Report: In order to access your credit report and activate credit monitoring, you will have to answer up to four security questions to verify your identity.

Should you choose to sign up via phone, please contact IdentityForce Member Services at **1-877-694-3367**. Representatives are available 24/7. You will need the verification code listed above.