

August 9, 2023

VIA EMAIL

Office of the Maryland Attorney General
ldtheft@oag.state.md.us

Re: Information Security Breach Notification

Dear Sir or Madam:

This letter is for the purpose of notifying your office that Ameriprise Financial Services, Inc. had a data breach incident involving information for one Ameriprise clients who are residents of Maryland.

- (1) Date the breach occurred: July 31, 2023
- (2) Reason for the breach: Documents for an individual were mailed to an incorrect address by the advisor's office.
- (3) Type of information that was accessed: Name, address, Date of Birth and Social Security Number
- (4) The number of Maryland residents affected: 1
- (5) The dates the Maryland residents were notified: August 9, 2023
- (6) A sample notification letter: **See attached.**

At the same time that this letter is being sent, Ameriprise Financial will also be sending a notification letter to the affected residents, a copy of which is enclosed. The letter describes steps Ameriprise Financial is taking to help ensure that these individuals' accounts are not accessed by unauthorized persons and provides them with an opportunity to enroll for one year of Credit Monitoring through Equifax, at Ameriprise Financial's expense.

If you have any questions regarding this incident, please contact me at (612) 671-2047.

Sincerely,



Robert Severson, EnCE
Privacy Manager | General Counsel's Office

Enclosures

NOTICE OF A DATA BREACH



August 9, 2023

Name
Address
City, ST Zip

Dear Client:

What Happened?

I am writing to inform you of an incident involving your personal information. On August 3rd, 2023, we were notified that a document containing your personal information was inadvertently mailed to an incorrect address by the advisor's office. Due to the sensitive nature of the information, I wanted to notify you of this incident.

What Information Was Involved?

Name, address, Date of Birth and Social Security Number.

What We Are Doing.

As a precaution, Ameriprise Financial is providing you an opportunity to enroll in an independently operated credit monitoring program for one year at no expense to you. This program is administered by EZ Shield, Inc. The services include resolution assistance by certified fraud experts, Internet Monitoring which will alert you if your information is being traded on the dark web, and credit monitoring to keep you informed of changes to your information within the Experian credit bureau. To obtain these services, please go to <https://myidentity.ezshield.com/protection> and insert code: **Code**

What You Can Do.

None of us like to hear about incidents involving our personal information. And in situations like this, taking a few prudent steps can further protect you against the potential misuse of your information. That's why we recommend the following actions:

- Register a Fraud Alert or Security Freeze with the three major credit bureaus. Contact information on the Additional Resources page.
- Thoroughly review your account statements and transaction confirmations.
- Closely monitor all of your personal accounts (e.g. checking and savings, credit cards, etc.) to make sure there is no unauthorized activity.
- Review any solicitations you receive in the near future.
- Be vigilant if you receive a call from someone who claims to represent Ameriprise Financial. If you have any doubts about the caller, hang up and call your advisor to verify the validity of the call.
- If you notice any unusual activity, contact your advisor or Ameriprise Financial Customer Service at (800) 862-7919 immediately. We are here to help.

For More Information.

Please do not hesitate to contact Dale Cebert at 352.674.4200. Please accept my sincere apology regarding this situation and any inconvenience it may cause you.

Sincerely,

Chinmai Kapri
Legal Analyst
Global Privacy Office
Ameriprise Financial, Inc.

Additional Resources

Contact/Resource	Phone Number	Web	Address
Federal Trade Commission • Helpful information on ID Theft	(877) 438-4338	identitytheft.gov	600 Pennsylvania Avenue, NW Washington, DC 20580
Equifax • Register a Fraud Alert or Security Freeze	(888) 378-4329	equifax.com	P.O. Box 740241 Atlanta, GA 30374
Experian • Register a Fraud Alert or Security Freeze	(888) 397-3742	experian.com	P.O. Box 9554 Allen, TX 75013
Transunion • Register a Fraud Alert or Security Freeze	(800) 916-8800	transunion.com	2 Baldwin Place P.O. Box 1000 Chester, PA 19022
Identity Theft Resource Center	(888) 400-5530	idtheftcenter.org	2514 Jamacha Rd Ste 502-525 El Cajon, CA 92019-4492
OnGuard Online • Online Safety Resources		onguardonline.gov	

RiverSource and Ameriprise Resources

Resource	Web
Privacy, Security & Fraud Center • Reporting and Preventing Fraud	ameriprise.com/privacy-security-fraud
Online Security Guarantee	ameriprise.com/privacy-security-fraud/online-security-guarantee

SECURITY FREEZE

Consumers can place a security freeze at no cost on their credit reports through the three major credit bureaus. 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.

To place a freeze, write, go online or call the three credit bureaus below. Documents will be requested to verify your identity and address, possibly including but not limited to: copies of your Social Security card, paystub, state driver's license, or utility bill.

Contact/Resource	Phone Number	Web	Address
Equifax Security Freeze	(888) 378-4329	equifax.com/personal/credit-report-services/credit-freeze/	P.O. Box 105788 Atlanta, GA 30348-5788
Experian Security Freeze	(888) 397-3742	experian.com/freeze/center.html	P.O. Box 9554 Allen, TX 75013
Trans Union Security Freeze	(800) 916-8800	transunion.com/credit-freeze	P.O. Box 160 Woodlyn, PA 19094

Residents of **Iowa, Maryland, North Carolina, New York, Kentucky, Rhode Island and Oregon:**

The Identity Theft Unit in your state gives you step-by-step advice on how to protect yourself and help you to address some of the issues that identity theft causes. Report suspected identity theft to your local law enforcement, the Attorney General and the Federal Trade Commission. Below are the mailing address, website, and phone number for the Office of the Attorney General of your state.

State	Phone Number	Web	Address
Iowa	(515) 281-5044 (800) 373-5044	iowaattorneygeneral.gov	Office of the Attorney General of IA Hoover State Office Building 1305 E. Walnut Street Des Moines, IA 50319
New York	(800) 697-1220	dos.ny.gov/consumerprotection	New York Department of State Division of Consumer Protection One Commerce Plaza, 99 Washington Ave Albany, NY 12231-0001
	(800) 771-7755	ag.ny.gov	Office of the Attorney General of NY The Capitol Albany, NY 12224-0341
North Carolina	(877) 5-NO-SCAM Toll-free within North Carolina (919) 716-6000	ncdoj.gov	Office of the Attorney General of NC Consumer Protection Division 9001 Mail Service Center Raleigh, NC 27699-9001
Oregon	(503) 378-4400	doj.state.or.us	Oregon Department of Justice 1162 Court Street NE Salem, OR 97301-4096
Maryland	(410) 576-6491	oag.state.md.us	Office of the Attorney General of MD 200 St. Paul Place Baltimore, MD 21202
Kentucky	(502) 696-5300	ag.ky.gov	Office of the Attorney General of KY 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601
Rhode Island	(401) 274-4400	riag.ri.gov	Office of the Attorney General of RI 150 South Main Street Providence, Rhode Island 02903
District of Columbia	(202) 727-3400	oag.dc.gov	Office of the Attorney General of DC 441 4 th Street, NW Washington, DC 20001

Residents of **Massachusetts and Rhode Island:**

As a resident of Massachusetts or Rhode Island, you have the right to obtain any police report filed regarding 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.