

Good morning,

Pursuant to MD Code. Com. Law §§ 14-3504, I am writing to notify you of an incident that may have caused the personal information of one Maryland resident to be subject to unauthorized access.

Lincoln Retirement Services Company, LLC recently discovered that on September 20, 2023, a retirement plan participant's contract exchange paperwork was inadvertently sent to the incorrect fax number. This incident was discovered on December 13, 2023. The paperwork included the participant's name, address, date of birth, financial account number, and Social Security number.

The resident was notified via the attached letter that was sent by first-class mail on December 15, 2023, and provided with a complimentary one-year membership in a credit monitoring service. This incident was determined to be the result of a human processing error. Follow-up training with the individual responsible for the error on proper information handling practices will be completed, as determined to be appropriate.

Please let me know if you have any additional questions, or if I may be of further assistance.

Sincerely,



**Jenna Moore**  
Corporate Privacy Office  
Lincoln Financial Group  
1300 S. Clinton Street  
Fort Wayne, IN 46802

260-455-0817 Office  
260-409-7384 Mobile  
jenna.moore@lfg.com

[LincolnFinancial.com](http://LincolnFinancial.com)

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Lincoln Retirement Services Company, LLC  
1301 South Harrison Street  
Fort Wayne, IN 46802

[www.LincolnFinancial.com](http://www.LincolnFinancial.com)

December 15, 2023

<<Name>>  
<<Street Address>>  
<<City, State & Zip Code>>

RE: Disclosure of information

Dear <<Name>>,

Lincoln recently discovered that a copy of your contract exchange paperwork was inadvertently sent to an incorrect fax number. The paperwork included your name, address, date of birth, financial account number, and Social Security number. We take seriously our obligation to protect information. Therefore, we have notified our Corporate Privacy Office and are taking steps to address this situation and prevent a similar occurrence in the future.

While we have absolutely no indication of any improper use of your information, we will provide you with a complimentary one-year membership in the Experian® IdentityWorks<sup>SM</sup> credit monitoring service to help you detect any possible misuse of your data. Please see the attached information to assist you in enrolling in this service. Please note that your enrollment code will be valid for 60 days from the date of this letter. As always, we recommend that you remain vigilant and review your account statements and credit reports regularly.

We apologize for any inconvenience or concern that this incident may cause you. If you have questions or would like to discuss the contents of this letter, please call the Lincoln Customer Contact Center at 800-234-3500, Monday through Friday, from 8:00 a.m. to 8:00 p.m. Eastern.

Sincerely,

A handwritten signature in black ink, appearing to read "Jessica Staller".

Jessica Staller  
AVP, Customer Care  
RPS Operations  
Retirement Plan Services

Enclosure

Lincoln Retirement Services Company, LLC (herein referred to as "Lincoln"), is an affiliate of Lincoln National Corporation. Lincoln Financial Group is the marketing name for Lincoln National Corporation and its affiliates. Affiliates are separately responsible for their own financial and contractual obligations.

PAD-6161144-121423

RBC-1223-LTR006

## Additional Resources

**Free Credit Report.** It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring your credit report for unauthorized activity. You may obtain one free copy of your credit report annually from each of the three nationwide credit reporting agencies. To order your free credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. You can also order your free credit report by mailing a completed Annual Credit Report Request Form (available from the US Federal Trade Commission's website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

### Equifax

P.O. Box 740241  
Atlanta, GA 30374  
1-800-685-1111  
[www.equifax.com](http://www.equifax.com)

### Experian

P.O. Box 2104  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

### Transunion

P.O. Box 2000  
Chester, PA 19016  
1-888-909-8872  
[www.transunion.com](http://www.transunion.com)

**Fraud Alert.** You may place a fraud alert in your file at no cost by calling one of the three nationwide credit reporting agencies above. A fraud alert tells creditors to follow certain procedures, including contacting you before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit.

**Security Freeze.** You have the right to place a security freeze on your credit report. A security freeze is intended to prevent credits, loans, and services from being approved in your name without your consent; however, using a security freeze may delay your ability to obtain credit. Pursuant to federal law, you cannot be charged to place or lift a security freeze on your credit report.

To place a security freeze on your credit report, you may use an online process, an automated telephone line, or submit a written request to the three credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided by 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. This request must also include 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, display your name and current mailing address, and the date of issue. Please review your state's requirement(s) and/or credit bureau requirement(s) for the specific document(s) to be submitted.

**Federal Trade Commission.** You can obtain information from the Federal Trade Commission about steps you can take to avoid identity theft, including information about fraud alerts and security freezes. You can also report any suspected identity theft to the FTC at [www.identitytheft.gov](http://www.identitytheft.gov).

### Federal Trade Commission

Consumer Response Center  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
1-877-IDTHEFT (438-4338)  
[www.ftc.gov/bcp/edu/microsites/idtheft](http://www.ftc.gov/bcp/edu/microsites/idtheft)

**Residents of Iowa.** State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

**Massachusetts residents.** You have the right to obtain a police report if you are the victim of identity theft.

**Residents of Oregon.** State law advises you to report any suspected identity theft to law enforcement, the Federal Trade Commission and the Oregon Attorney General.

**Residents of the District of Columbia, Maryland, North Carolina or Rhode Island.** You can also obtain information from your state's Office of the Attorney General about steps you can take to avoid identity theft.

**DC Office of the Attorney General**

441 4<sup>th</sup> Street NW  
Suite 1100 South  
Washington, D.C. 20001  
202-727-3400  
<http://www.oag.dc.gov>

**MD Office of the Attorney General**

Consumer Protection Division  
200 St. Paul Place  
Baltimore, MD 21202  
1-888-743-0023  
[www.oag.state.md.us](http://www.oag.state.md.us)

**NC Office of the Attorney General**

Consumer Protection Division  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
1-919-716-6400  
[www.ncdoj.com](http://www.ncdoj.com)

**RI Office of the Attorney General**

150 South Main Street  
Providence, RI 02903  
1-401-274-4400  
[www.riag.ri.gov](http://www.riag.ri.gov)