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August 23, 2024

VIA E-MAIL (IDTHEFT@OAG.STATE.MD.US)

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

Re: Incident Notification

Dear Attorney General Brown:

We are writing on behalf of our client, Capitol Financial Solutions, to notify your office of a security incident. Capitol Financial Solutions is a financial advisory firm located in Raleigh, North Carolina.

On March 15, 2024, Capitol Financial Solutions launched an investigation into suspicious activity associated with an advisor's email account. Capitol Financial Solutions took steps to secure the email account and began an investigation. While Capitol Financial Solutions has no evidence that any information was stolen or misused, on July 18, 2024, the investigation determined an unauthorized person accessed an advisor's email account that contained personal information including names, Social Security numbers, financial account numbers and driver's license numbers. Capitol Financial Solutions then worked to identify addresses for the individuals whose information was involved, including five (1) Maryland resident.

On August 23, 2024, Capitol Financial Solutions mailed a notification letter to the Maryland resident via U.S. mail in accordance with Md. Code Ann., Com. Law § 14-3504.[1] A copy of the notification letter is enclosed. Capitol Financial Solutions is providing a telephone

[1] This report is not, and does not constitute, a waiver of Capitol Financial Solutions' objection that Maryland lacks personal jurisdiction over the company related to this matter.

number for notified individuals to call with any questions they may have about the incident. Capitol Financial Solutions is offering notified individuals a complimentary one-year membership to credit monitoring and identity protection services.

To help prevent this type of incident from happening again, Capitol Financial Solutions has implemented additional measures to enhance its existing email controls.

Please do not hesitate to contact me if you have any questions regarding this matter.

Sincerely,

David Potter

David Potter
Counsel

Enclosure

CAPITOL Financial Solutions
P.O. Box 989728
West Sacramento, CA 95798-9728

Enrollment Code: <<Enrollment Code >>

To Enroll, Scan the QR Code Below:

SCAN ME

Or Visit:
https://app.idx.us/account-creation/protect

<<First Name>> <<Last Name>>
<<Address1>> <<Address2>>
<<City>>, <<State>> <<Zip>>

August 23, 2024

Dear <<First Name>> <<Last Name>>:

We are writing to notify you that Capitol Financial Solutions experienced a security incident that may have involved some of your personal information. Capitol Financial Solutions is an entity not affiliated with Osaic Wealth, Inc. ("Osaic") but whose financial professionals are registered with Osaic for the sale of securities products and provision of financial advice. This letter explains the incident, outlines the measures we have taken, and provides steps you can take in response.

What Happened?
On March 15, 2024, we launched an investigation into suspicious activity originating from an advisor's email account. As soon as we became aware of the activity, we took immediate steps to secure the account and launched an investigation. Our investigation determined that an unauthorized individual accessed the advisor's email account. While we have no evidence that your specific information was accessed or misused, we are notifying you out of an abundance of caution. On a positive note, this incident did not affect Osaic computer systems and there is no impact to these associated systems or data. Furthermore, your advisor has experienced no disruptions in servicing your account.

What Information Was Involved?
The account contained an email or attachment that may have included your information, including your name, address, date of birth, driver's license number, financial account number, Social Security number, and/or other information related to the accounts we service on your behalf.

What Are We Doing?
Your confidence and trust are important to us, and we regret any inconvenience or concern this incident may cause. To further protect your information, we have implemented additional measures to enhance our existing security protocols. Additionally, in an abundance of caution, we have arranged to provide identity monitoring at no cost to you through IDX. IDX identity protection services include: 12 months of credit and CyberScan monitoring, a $1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services.

What You Can Do.
We encourage you to sign up for the complimentary credit monitoring service. We also recommend that you remain vigilant to the possibility of fraud by reviewing your financial account statements and credit reports for any unauthorized activity over the next 12 to 24 months. You should immediately report any suspicious activity to your financial institution. For further details, including some additional steps you can take to help protect your information, please see the pages that follow this letter.

For More Information.
We regret this incident occurred and apologize for any inconvenience. If you have any questions, please call 1-800-939-4170, Monday through Friday, 9:00 a.m. to 9:00 p.m., Eastern Time.

Sincerely,

Nicholas Pino

Nicholas Pino
Financial Planner

Recommended Steps to Help Protect Your Information

1. **Website and Enrollment.** Go to https://app.idx.us/account-creation/protect and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter. Please note the deadline to enroll is November 23, 2024.

2. Activate the credit monitoring provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

3. Telephone. Contact IDX at 1-800-939-4170 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

4. Review your credit reports. We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

ADDITIONAL STEPS YOU CAN TAKE

We remind you it is always advisable to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity over the next 12 to 24 months. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

- *Equifax*, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111
- *Experian*, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742
- *TransUnion*, PO Box 1000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

- *Federal Trade Commission*, Consumer Response Center, 600 Pennsylvania Avenue NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft

Fraud Alerts and Credit or Security Freezes:

Fraud Alerts: There are two types of general fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years.

To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report.
For those in the military who want to protect their credit while deployed, an Active Duty Military Fraud Alert lasts for one year and can be renewed for the length of your deployment. The credit bureaus will also take you off their marketing lists for pre-screened credit card offers for two years, unless you ask them not to.

Credit or Security Freezes: You have the right to put a credit freeze, also known as a security freeze, on your credit file, free of charge, which makes it more difficult for identity thieves to open new accounts in your name. That's because most creditors need to see your credit report before they approve a new account. If they can't see your report, they may not extend the credit.

How do I place a freeze on my credit reports? There is no fee to place or lift a security freeze. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For information and instructions to place a security freeze, contact each of the credit reporting agencies at the addresses below:

- **Experian Security Freeze**, PO Box 9554, Allen, TX 75013, www.experian.com
- **TransUnion Security Freeze**, PO Box 160, Woodlyn, PA 19094, www.transunion.com
- **Equifax Security Freeze**, PO Box 105788, Atlanta, GA 30348, www.equifax.com

You'll need to supply your name, address, date of birth, Social Security number and other personal information.
After receiving your freeze request, each credit bureau will provide you with a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

How do I lift a freeze? A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it altogether. If the request is made online or by phone, a credit bureau must lift a freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request.
If you opt for a temporary lift because you are applying for credit or a job, and you can find out which credit bureau the business will contact for your file, you can save some time by lifting the freeze only at that particular credit bureau. Otherwise, you need to make the request with all three credit bureaus.

Capitol Financial Solutions is located at 8816 Six Forks Rd. Ste. 301, Raleigh, NC 27615, (919) 719-3811.

Additional information for residents of the following states:

Maryland: You may contact and obtain information from your state attorney general at: *Maryland Attorney General's Office*, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023 / 1-410-576-6300, www.oag.state.md.us

New York: may contact and obtain information from these state agencies: *New York Department of State Division of Consumer Protection,* One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001, 518-474-8583 / 1-800-697-1220, http://www.dos.ny.gov/consumerprotection; and *New York State Office of the Attorney General,* The Capitol, Albany, NY 12224-0341, 1-800-771-7755, https://ag.ny.gov

North Carolina: You may contact and obtain information from your state attorney general at: *North Carolina Attorney General's Office*, 9001 Mail Service Centre, Raleigh, NC 27699, 1-919-716-6000 / 1-877-566-7226, www.ncdoj.gov