

Notification to the State of Maryland of a Citizens Bank data breach.

Description of the Incident: An incident involving unauthorized access to a number of customer accounts by two former colleagues.

Business remediation: The Bank is considering enhancements to data access management processes.

2 MD Residents impacted

Data Elements: SSN, Identification, Citizens Account Number

Sheriann Junior

Sr. Manager, Privacy Office
800-922-9999

This message is confidential and subject to terms at: <https://www.citizensbank.com/account-safeguards/overview.aspx>. If you are not the intended recipient, please delete this message and notify the sender immediately. Any unauthorized use is strictly prohibited. [California Notice at Collection](#)



[Return Address]

[DATE]

[Recipient's Name]

[Recipient's Street Address]

[Recipient's City, State, Zip]

Notice of Data Breach from Citizens

Dear Valued Customer,

At Citizens, we take the privacy and protection of information entrusted to us seriously. As such, we are writing to inform you of a recent incident that may have involved some of your personal information.

We are notifying you of the incident, offering you the opportunity to enroll in complimentary credit monitoring and identity protection services, and providing you with steps you can take to help protect your personal information.

What Information Was Involved. Information that may have been involved includes your Citizens account number(s), social security number, date of birth, or identification details.

What We Are Doing. Although we are not aware of any instances of fraud or identity theft involving your information, we are providing a **complimentary** two-year membership in an identity theft credit monitoring service (*myTrueIdentity*) provided by TransUnion Interactive. For instructions on how to activate your complimentary two-year membership, please see the additional information provided with this letter.

What You Can Do. Remain vigilant against threats of identity theft or fraud by regularly reviewing and monitoring your account statements and credit history for any signs of unauthorized transactions or activity. Immediately report any suspicious activity to Citizens. If you have recently reported suspicious activity to Citizens, please review the proactive steps you can take to protect your information. You may also contact your local police department.

We encourage you to take advantage of the complimentary credit monitoring included with this letter. You can also find more information on steps to protect yourself against possible identity theft or fraud in the enclosed *Proactive Steps You May Take to Help Protect Your Information* sheet.

For More Information. For more information regarding this issue, please contact us at 800.922.9999(Reference code: CIT1124-2), Monday-Friday 7a.m. to 10 p.m. EST, Saturday/Sunday 9 a.m. to 6 p.m. EST.

We regret any inconvenience this has caused. We remain committed to supporting our customers and we look forward to continuing to serve you.

Sincerely,
Your Citizens Team

ACTIVATING YOUR COMPLIMENTARY CREDIT MONITORING

To enroll in this service, go to the myTrueIdentity website at www.mytrueidentity.com and in the space referenced as "Enter Activation Code", enter the following 12-letter Activation Code << **INSERT CODE >>** and follow the steps to receive your credit monitoring service online within minutes.

If you do not have access to the Internet and wish to enroll in a similar offline, paper based, credit monitoring service, via U.S. Mail delivery, please call the TransUnion Fraud Response Services toll-free hotline at **1-855-288-5422**. When prompted, enter the following 6-digit telephone pass code <<**699294**>> and follow the steps to enroll in the offline credit monitoring service, add an initial fraud alert to your credit file, or to speak to a TransUnion representative if you believe you may be a victim of identity theft.

You can sign up for the online or offline credit monitoring service anytime between now and <code expiration date> (Your code will not work after this date.). Due to privacy laws, we cannot register you directly. Please note that credit monitoring services might not be available for individuals who do not have a credit file with TransUnion, or an address in the United States (or its territories) and a valid Social Security number. Enrolling in this service will not affect your credit score.

Once you are enrolled, you will be able to obtain two years of unlimited access to your TransUnion credit report and credit score. The daily credit monitoring service will notify you if there are any critical changes to your credit file at TransUnion, including fraud alerts, new inquiries, new accounts, new public records, late payments, change of address and more.

The service also includes access to an identity restoration program that provides assistance in the event that your identity is compromised to help you restore your identity and up to \$1,000,000 in identity theft insurance with no deductible. (Policy limitations and exclusions may apply.)

The identity restoration assistance is available to you for two years from the date of this letter with no enrollment required. If you believe you may be a victim of identity theft please call the TransUnion Fraud Response Services toll-free hotline at **1-855-288-5422**. When prompted, enter the following 6-digit telephone pass code <<**699294**>> to speak to a dedicated TransUnion representative about your identity theft issue.

PROACTIVE STEPS YOU MAY TAKE TO HELP PROTECT YOUR INFORMATION

☐ **REMAIN VIGILANT FOR THE NEXT 12 TO 24 MONTHS.**

Carefully review your credit reports and bank, credit card and other account statements. If you discover unauthorized or suspicious activity on your credit report or by any other means, please call your local police immediately and file an identity theft report and/or obtain a copy of a police report. Please also notify Citizens immediately of any unauthorized use.

☐ **ORDER YOUR FREE ANNUAL CREDIT REPORTS.**

To order your free annual credit report, call toll-free 1-877-322-8228, visit www.annualcreditreport.com, or complete the Annual Credit Report Request Form online and mail it to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. Hearing impaired consumers can access the TDD service at 1-800-821-7232. For your free annual credit reports, do not contact the consumer reporting agencies individually; they provide this service only through www.annualcreditreport.com.

☐ **WHEN YOU RECEIVE YOUR CREDIT REPORTS, REVIEW THEM CAREFULLY.**

Once you receive your credit reports, review them carefully. Please look for accounts you did not open or inquiries from creditors that you did not initiate. Verify that all the information is accurate. If you have questions or notice inaccurate information, please call the relevant consumer reporting agency at the telephone number listed on the report.

☐ **PLACE A 1 YEAR FRAUD ALERT ON YOUR CREDIT FILE.**

A fraud alert notifies creditors that you may be the victim of fraud and tells them to contact you before opening any new accounts. To place a fraud alert on your file, please call any one of the four nationwide consumer reporting agencies listed below. By calling one consumer reporting agency, the other four will automatically be notified. They will place a fraud alert on your credit file and will also assist you in getting a free credit report from each of the agencies. The initial fraud alert will last for 1 year. If you have already filed an identity theft report with your local police department, you should place an extended fraud alert on your credit file. This extended fraud alert is a free service and is valid for 7 years.

Equifax

P.O. Box 740256
Atlanta, GA 30374
1-877-478-7625
www.equifax.com

Experian

P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 6790
Fullerton, CA 92834
1-800-680-7289
www.transunion.com

Innovis

P.O. Box 1640
Pittsburgh, PA 15320
1-800-540-2505
www.innovis.com

☐ **PLACE A SECURITY FREEZE ON YOUR CREDIT FILE.**

To place a security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com) by regular, certified or overnight mail at the addresses above.

In order to request a security freeze, you may need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address such as a current utility bill or telephone bill;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. Social Security Card, pay stub, or W2;
8. 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 identity theft.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and 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.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail or, if available, comply with the consumer reporting agencies' online procedures for lifting a security freeze, and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze as well as the identities 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 three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail or, if available, comply with the consumer reporting agencies' online procedures for removing a security freeze, and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

LEARN MORE ABOUT IDENTITY THEFT AND WAYS TO PROTECT YOURSELF.

The Federal Trade Commission has online guidance about the steps consumers can take to protect themselves against identity theft. You can call 1-877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261; write Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580; or visit the Federal Trade Commission's website at www.ftc.gov/idtheft to get more information. We also encourage you to report suspected identity theft to the Federal Trade Commission. If you suspect you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

For Residents of the District of Columbia

You may contact the D.C. Attorney General's Office to obtain information about steps to take to avoid identity theft: D.C. Attorney General's Office, Office of Consumer Protection, 400 6th Street, NW, Washington, DC 20001, 1-202-442-9828, www.oag.dc.gov.

For Residents of Massachusetts

You have the right to obtain a police report with respect to 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. Massachusetts law also allows consumers to place a security freeze on their credit reports. 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. There shall be no charge for a security freeze.

For Residents of North Carolina

You may also obtain information about preventing and avoiding identity theft from the North Carolina Attorney General's Office: North Carolina Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-919-716-6000, www.ncdoj.gov.