

RAYMOND JAMES

March 14, 2023

Consumer Protection and Antitrust Bureau
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Raymond James Client Services
800.647.7378
Monday through Friday 8 a.m. to 8 p.m. ET
raymondjames.com/clientaccess

To Whom It May Concern:

On February 10, 2023, Raymond James became aware of an event in which a population of Raymond James correspondence was mailed and not properly sealed. Formal notification will be mailed to individuals on March 14, 2023, including the three impacted New Hampshire residents.

What information was involved?

The following data points were exposed:

- Name
- Physical mailing address
- Brokerage or Advisory Account Number(s)
- Account summary

What are we doing?

Upon becoming aware of the incident, Raymond James took the following actions:

- Deployed technical solutions to prevent this from occurring in the future; and
- Placed ID Theft Alerts on all affected accounts; and
- Provided 1-year credit monitoring to impacted individuals at no cost to the consumer

If you have any questions or concerns, please contact the Raymond James Privacy Office at

Sincerely,

Rob Patchett
Chief Privacy Officer
Raymond James Financial, Inc.



<Date>

Client name
Street Address
City, State Zip

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ACTION RECOMMENDED: Possible account information exposure related to a data incident

As part of our commitment to putting clients first, we regularly monitor accounts for suspicious activity or security threats. We also value your relationship with your financial advisor, which is why we encourage you to discuss the following with your financial advisor and take precautionary measures to safeguard your private account information at your earliest convenience.

Why are we reaching out?

We recently identified that your private account information may have been exposed. Raymond James takes the protection of personal information very seriously and as such wanted to make you aware of the potential exposure.

What happened?

In February 2023, Raymond James became aware of an event in which a population of Raymond James correspondence was mailed and not properly sealed. During the analysis of this event, we identified that some of your personal information may have been exposed.

What information was involved?

The following data points were exposed:

- Name
- Physical mailing address
- Brokerage or Advisory Account Number(s)
- Account summary

What are we doing?

Upon becoming aware of the incident, Raymond James took the following actions:

- Notified your financial advisor of the issue; and
- Deployed technical solutions to prevent this from occurring in the future; and
- Placed ID Theft Alerts on all affected accounts.

What can you do?

While **login credentials for Raymond James' online portal, Client Access, were not impacted** as part of this event, if you are enrolled, we recommend changing your password(s) and security question(s) and answer(s) for any online account(s) as soon as possible. We also encourage you to add an extra layer of security to your online account(s) by enrolling in enhanced authentication/two-factor authentication, if you haven't already.

Additionally, as a precautionary measure, we encourage you to take advantage of the free credit report offering and credit monitoring service detailed below. Although law enforcement is currently not engaged in investigating this incident, please report any suspected identity theft to law enforcement, including your state's attorney general and the Federal Trade Commission. Please note that you have the right to obtain a police report with respect to any reported incident.

Free credit report offering

While we believe there is a low risk of harm that your information will be used, we encourage you to remain vigilant in monitoring your financial account statements and credit reports for unauthorized activity. You can obtain information from the Federal Trade Commission and consumer reporting agencies about fraud alerts, security freezes, and a free credit report annually.

Equifax
800-685-1111
P.O. Box 740241
Atlanta, GA 30374
www.equifax.com

Experian
888-397-3742
P.O. Box 4500
Allen, TX 75013
www.experian.com

TransUnion
800-680-7289
P.O. Box 2000
Chester, PA 19022
www.transunion.com

Federal Trade Commission

877-382-4357
600 Pennsylvania Avenue, NW
Washington, D.C. 20580
www.ftc.gov

Credit monitoring service

As a precautionary measure, we would like to offer you a complimentary, 1-year membership in Experian's IdentityWorks®, a credit monitoring and identity theft protection service. Experian's IdentityWorks® service provides you with access to your credit report from the three national credit reporting agencies and daily monitoring of your credit file.

To enroll, please visit <https://www.experianidworks.com/3bplus> and enter the activation code provided to you. Your activation code is . Please ensure you activate your membership by October 11, 2023.

Once the IdentityWorks® membership is activated, you will receive the following features:

- Experian credit report at signup: See what information is associated with your credit file. Daily credit reports are available for online members only.
- Credit Monitoring: Actively monitors Experian, Equifax, and TransUnion files for indicators of fraud.
- Internet Surveillance: Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- Identity Restoration: Identity Restoration specialists are immediately available to help you address credit and non-credit-related fraud.
- Experian IdentityWorks ExtendCARE™: You receive the same high level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- \$1 Million Identity Theft Insurance: Provides coverage for certain costs and unauthorized electronic fund transfers.

If you have questions about IdentityWorks® or need an alternative to enrolling online, please call Experian at 1-877-890-9332 and provide engagement .

Additional Support

We regret any inconvenience this may cause you and encourage you to take advantage of the services listed above. Please be assured that the confidentiality of your personal information is of utmost importance to us. If you have any questions or concerns, please contact Raymond James Client Services at 800-647-7378.

Sincerely,

Rob Patchett
Chief Privacy Officer
Raymond James Financial, Inc.

