

Wealthsimple

Hi there,

We are reaching out to let you know about a potential issue involving your Wealthsimple Invest account.

We're sending this email with some important information about the incident, the actions we're taking, and the actions we're recommending that you take.

What happened?

On November 11, 2020, our security team became aware of unauthorized access to your account. It appears that someone was able to log in to your account on October 17, 2020 using your email address and password. Our investigation indicates that your password was not obtained from Wealthsimple's systems. Our security team believes that an unauthorized individual may have obtained your password from another site or app where you used the same password as the one you selected for your Wealthsimple account.

Our records indicate that the following information may have been accessed by the unauthorized user:

- First and last name

- Email address
- Mailing address
- Phone number
- IP Address

Additional personal information may also have been accessed through the main landing page and account settings, which includes investment activity and balances, current employment status and past logins.

What does this mean for your Wealthsimple Account?

As a precaution, we have suspended your account to prevent further unauthorized access to your personal information. We are asking that you call our support line at [+1\(855\) 255-9038](tel:+1(855)255-9038) and select option 8 so we can confirm your identity and restore access. Our support line is available Monday to Thursday (except holidays) from 9:00am - 6:00pm EST and Friday from 9:00am - 5:30pm EST. Once your access is restored, we strongly recommend:

- Activating [two-factor authentication](#) for your Wealthsimple account as well as for any other service you use that offers it. It's an extra security step that helps protect your accounts.
- Using a [long](#) and [unique](#) password for Wealthsimple. Do not use the same password across different websites or apps.

What is Wealthsimple doing?

Your security is our number one priority. We are taking steps to make sure your account remains safe and secure, including:

- Temporarily disabling access to all user accounts involved to contain the incident.
- Letting you know about the issue we have identified.
- Requesting that you reset your Wealthsimple password and update any other accounts that use your old password, including email.
- Monitoring your account for any suspicious activity.
- Implementing email-based two-factor authentication. When you log into your account, you'll be sent an email confirming your log in.
- Offering complimentary credit monitoring and a one-year subscription with 1Password password manager service. You will receive the details on how to get started in a separate email shortly.

We have also reported this incident to relevant authorities across the United States.

What can you do?

- Take extra security steps, like enabling two-step verification using an authenticator app or SMS, always using a long password and never reusing passwords across sites or apps.

- You can obtain information about steps to prevent and report identity theft by visiting the [Federal Trade Commission \(FTC\) website](#).
- Contact the consumer reporting agencies to obtain information about fraud alerts and security freezes.
 - Equifax: [1-800-685-1111](tel:1-800-685-1111) P.O. Box 740241
Atlanta, GA 30374-0241
 - Experian: [1-888-397-3742](tel:1-888-397-3742) P.O. Box 2104
Allen, TX 75013-0949
 - TransUnion: [1-800-916-8800](tel:1-800-916-8800) P.O. Box 1000
Chester, PA 19022
- Watch out for phishing emails: Be careful about any emails you receive asking for personal information. Always verify the identity of the requester. Most legitimate businesses will not require you to provide personal information (including usernames/passwords) via email.

If you have any questions, don't hesitate to get in touch at [+1\(855\) 255-9038](tel:+1(855)255-9038) and select option 8. We're here to help.

All the best,
The Wealthsimple Team

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