

October 3, 2023

**Raymond James Client Services**  
800.647.7378  
Monday through Friday 8 a.m. to 8 p.m. ET  
[raymondjames.com/clientaccess](https://raymondjames.com/clientaccess)

## **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?**

On July 20, 2023, a Raymond James fax packet was faxed to an incorrect fax number. During the analysis of this event, we identified that the document in this packet contained some of your personal information.

### **What information was involved?**

The following data points were exposed:

- Name
- Address
- Account Number(s)
- Financial Information

### **What are we doing?**

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

- 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, 2-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 XXXXXX. Please ensure you activate your membership by January 31, 2024.

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 #XXXXXX.

## 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.

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