



usbank.com

U.S. Bank Collections  
P.O. Box 108  
St. Louis, MO 63166

<<Customer Name>>  
<<Address Line 1>>  
<<Address Line 2>>  
<<City State Zip>>

<<Month Date, Year>>

Dear <Customer first name>:

At U.S. Bank, we place the privacy and security of your information as a top priority. We're writing to let you know about an event that occurred, which included some of your personal information associated with your closed U.S. Bank Credit Card account ending in <account last four #>. On Sept. 27, one of our trusted vendors accidentally shared a file with your personal information. The error was discovered immediately, and the recipients of the file all cooperated fully with our efforts to secure the information.

**What information was involved:**

The information included your name, address, social security number, date of birth, closed account number and outstanding balance with U.S. Bank.

**What we are doing:**

We have data security safeguards in place with all our partners and vendors to quickly identify and contain sensitive information. We take the security of your data seriously and do not believe that there is concern for risk to you as a result of this activity. As a precautionary measure, we want to inform you of some steps we have taken to protect you and some additional steps you can take to help protect yourself.

**Free credit monitoring and identity restoration services**

To help you protect your identity, we have arranged for you to enroll, at no cost to you, in an online credit monitoring service (myTrueIdentity) for two years provided by TransUnion Interactive, a subsidiary of TransUnion®, one of the three nationwide credit reporting companies.

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

**Unique activation code: << TU Code>>**

Once you are enrolled, you will be able to obtain an initial 3-in-1 credit report and credit scores along with two years of unlimited access to your TransUnion credit report and VantageScore® credit score by TransUnion. The daily three-bureau credit monitoring service will notify you if there are any critical changes to your credit files at TransUnion®, Experian® and Equifax®, including fraud alerts, new inquiries, new accounts, new public records, late payments, change of address and more. The service also includes dark web internet identity monitoring, the ability to lock and unlock your TransUnion credit report, access to an identity restoration program that provides assistance in the event your identity is compromised to help you restore your identity and up to \$1,000,000 in identity theft insurance with no deductible. (Certain policy limitations and exclusions may apply.)

If you believe you may be a victim of identity theft, please call the TransUnion Fraud Response Services toll-free hotline at 855-288-5422. When prompted, enter the following 6-digit telephone pass code 698500 to speak to a TransUnion representative about your identity theft issue.

You can sign up for the myTrueIdentity online credit monitoring anytime between now and <<Expiration Date>> (90 days from letter)>. 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, Experian and Equifax or an address in the United States (or its territories) and a valid Social Security number or are under the age of 18. Enrolling in this service will not affect your credit score.

#### **What you can do:**

##### **Remain vigilant**

Carefully review your credit reports and bank, credit card and other account statements. Look for anything suspicious, such as unauthorized transactions, a change of address, or a failure to timely receive any statements or communications that you normally receive.

##### **Free fraud alert information**

Whether or not you enroll in credit monitoring, we recommend that you place a “Fraud Alert” on your credit file. Fraud Alert messages notify potential credit grantors to verify your identification before extending credit in your name in case someone is using your information without your consent. A Fraud Alert can make it more difficult for someone to get credit in your name; however, please be aware that it also may delay your ability to obtain credit. Call only one of the following three nationwide credit reporting companies to place your Fraud Alert: TransUnion, Equifax, or Experian. As soon as the credit reporting company confirms your Fraud Alert, they will also forward your alert request to the other two nationwide credit reporting companies, so you do not need to contact each of them separately. The contact information for the three nationwide credit reporting companies is:

Equifax  
PO Box 740256  
Atlanta, GA 30374  
equifax.com  
800-525-6285

TransUnion  
PO Box 2000  
Chester, PA 19016  
transunion.com/fraud  
800-680-7289

Experian  
PO Box 9554  
Allen, TX 75013  
experian.com/fraud  
888-397-3742

##### **Free credit report information**

Under federal law, you are also entitled to one free credit report once every 12 months from each of the above three major nationwide credit reporting companies. Call 877-322-8228 or make a request online at **annualcreditreport.com**.

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Victim information sometimes is held for use or shared among a group of thieves at different times. Checking your credit reports periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Get a copy of the report; many creditors want the information it contains to absolve you of the fraudulent debts. You also should file a complaint with the Federal Trade Commission (FTC) at [identitytheft.gov](http://identitytheft.gov) or at 877-IDTHEFT (877-438-4338). Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. Also visit the FTC's website at [ftc.gov/idtheft](http://ftc.gov/idtheft) to review their free identity theft resources such as their comprehensive step-by-step guide "Identity Theft - A Recovery Plan."

### **Free credit-security freeze information**

You can request a free security freeze (a.k.a. "credit freeze") on your credit file by contacting each of the three nationwide credit reporting companies via the channels outlined below. When a security freeze is added to your credit report, third parties, such as credit lenders or other companies, whose use is not exempt under law will not be able to access your credit report without your consent. A security freeze can make it more difficult for someone to get credit in your name; however, please be aware that it also may delay your ability to obtain credit.

Equifax Security Freeze  
PO Box 105788  
Atlanta, GA 30348  
[equifax.com](http://equifax.com)  
800-685-1111

TransUnion Security Freeze  
PO Box 2000  
Chester, PA 19016  
[transunion.com/freeze](http://transunion.com/freeze)  
888-909-8872

Experian Security Freeze  
PO Box 9554  
Allen, TX 75013  
[experian.com/freeze](http://experian.com/freeze)  
888-397-3742

If you have any questions, please contact U.S. Bank Collections Monday through Friday from 8 a.m. to 5 p.m. CT at 855-332-4252.

We apologize for any inconvenience this may have caused.

Sincerely,

*Daniel Spiller*

Daniel Spiller  
Senior Vice President  
Chief Risk Officer – Payment Services