

September 18, 2020

Good afternoon.

Attached is a letter template we will be individualizing and sending to affected consumer customers today, 9/18/2020. At present, 1048 Washington-based customers were involved in the breach.

On July 30, 2020, a local office computer server containing client information was physically stolen from our corporate office in Ontario, CA. The server contained information on commercial loans and the associated individuals tied to those loans, which included current, former and prospect accounts. Since the event, we have been focused on identifying who was impacted and working with authorities to recover the stolen server.

Organization: U.S. Bank, N.A., 425 Walnut Street, Cincinnati, OH 45202

Primary Contact: Jeff Roby 612.303.2398 [jeffrey.robby@usbank.com](mailto:jeffrey.robby@usbank.com)

Types of Information: Customer Name, and Account Number

Date of Security Breach: July 30th, 2020

Date of additional Consumer Notification: October 14, 2020

Please contact me if you have any questions. Thank you.

Regards,

Mary H Hogan

Assistant Vice President | Privacy - Technology Risk Oversight

p. 612.344.6593 | [mary.hogan2@usbank.com](mailto:mary.hogan2@usbank.com)

U.S. Bank

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U.S. Bank, N.A. Mail Services  
1200 Energy Park Dr  
St Paul, MN 55108

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<<Customer Name>>  
<<Address>>  
<<City>>, <<State>> <<Zip>>

Re: Information regarding your account ending in XXXX.

Dear [Customer Name]:

At U.S. Bank, we value your confidence in us and place the privacy and security of your information as a top priority. We are writing to let you know about an event that occurred at a U.S. Bank location, which included some of your personal information.

**What happened:**

On July 30, 2020, a computer server containing your information was physically stolen from one of our corporate offices. Since the event, we have been focused on identifying who was impacted and working with authorities to recover the stolen server.

**What information was involved:**

The information on the server included personally identifiable information including your name and account number. At this time, we are not aware of the information being used fraudulently against you or your account.

**What are we doing:**

We apologize for any inconvenience this has caused. As a precautionary measure, if you would like to receive a new account number, you can do so by calling our Fraud Liaison Center at 877.595.6256 between 8 a.m. to 9 p.m. CT, Monday through Sunday. We can help you close and reopen your account with a new account number at no charge.

**What you can do:**

**Free fraud alert information**

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](http://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.ID.THEFT (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 (aka "Credit Freeze") on your credit file by contacting each of the three nationwide credit reporting companies via the channels outlined below. When a credit 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 credit 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

Finally, I want to thank you on behalf of U.S. Bank for your business, as well as the confidence you place in us. We take that trust seriously and are sorry that this situation has occurred. Please reach out to us with any questions or concerns at U.S. Bank 24-Hour banking at 800.USBANKS (872.2657).

Sincerely,



Timothy J. Nagle  
Senior Vice President  
Chief Privacy Officer