



DATE

PPT NAME

PPT ADDRESS

PPT CITY STATE ZIP

RE: Important Notification about Your Account
Plan Name/Account Type: PLAN NAME
Participant/Account Holder: PPT NAME

Dear **PPT NAME**:

Aspire Financial Services, LLC (“Aspire”) provides recordkeeping services for your above-referenced retirement account. Aspire’s recordkeeping system provides capabilities for advisors who service retirement plans and accounts to generate reports related to the retirement plans and accounts for which the advisors provide services.

On or around January 10, 2019, Aspire became aware of an issue with certain reports that advisors generated. This issue caused reports run by advisors to include information about plan participants/account holders that were not clients of the advisors. After investigating the issue, Aspire determined that the issue with the advisor reports existed between the dates of December 5, 2018 and January 17, 2019.

During the time the reporting issue existed, one or more reports were generated by one or more advisors, which contained certain personal information related to you and your account. Specifically, reports included one or more of the following:

- Name
- Address
- Date of Birth
- Social Security Number
- Account Number
- Beneficiary Information
- Information about Transactions on Your Account

At Aspire, we understand the importance of maintaining confidentiality and security of participants’ information. Accordingly, we want to help reduce any risk associated with this issue and make you aware of the actions Aspire has taken and continues to take to ensure the issue does not reoccur. As of January 17, 2019, Aspire had resolved the issue with the advisor reports and had removed any previously generated reports from advisors’ access. Further, Aspire notified the advisors who had generated the impacted reports, informed them of the issue, and instructed them not to use any of the unauthorized information, and to destroy any copies of the unauthorized information that they may have stored.

As noted above, these reports were only available to retirement plan/account advisors, not to any other persons or entities. Retirement plan/account advisors consistently handle personal information as a part of their jobs, and the impacted advisors have been directed to take appropriate actions not to use, and to destroy, any personal information that they were not authorized to receive.



As a result, Aspire does not believe that this incident is likely to result in any harm or inconvenience to you. However, we urge you to remain vigilant for incidents of fraud and identity theft, to closely review your account online and via periodic account statements, and to take advantage of free credit monitoring reports. If you become aware of any suspicious activity, please notify Aspire and the proper authorities.

For your reference, below, we have provided contact information for various consumer credit reporting agencies and governmental offices from which you can obtain information about fraud alerts and security freezes as well as other information about protecting your information from identity theft.

	Website	Phone Number		Mailing Address
Equifax	www.equifax.com	800-685-1111		Equifax Security Freeze PO Box 105788 Atlanta, GA 30348
Experian	www.experian.com	888-397-3742		Experian PO Box 9701 Allen, TX 75013
TransUnion	www.transunion.com	To place a fraud alert	800-680-7289	TransUnion Fraud Victim Assistance PO Box 2000 Chester, PA 19016
		To freeze credit report	888-909-8872	TransUnion PO Box 160 Woodlyn, PA 19094
Federal Trade Commission	www.ftc.gov	202-326-2222		Federal Trade Commission 600 Pennsylvania Ave., NW Washington, DC 20580

If you have questions regarding this letter, please contact Aspire’s Client Services Department at 866-634-5873 or at info@aspireonline.com.

Sincerely,

Aspire Financial Services, LLC