

HSBC Bank USA, N.A.  
 2929 Walden Avenue  
 Depew, NY 14043



First Name Middle Name Last Name Address 1 Address 2 Address 3 City, State Zip 4 Digit Zip	Date:
--	-------

**Notice of Data Breach**

<b>What Happened?</b>	<p>We recently became aware of an incident in which HSBC’s mortgage servicing provider sent encrypted and password protected disks, which inadvertently included some of your personal information, to an unauthorized commercial third party (a firm that performs financial analytics). The information was sent between December 7, 2015 and December 8, 2015. Upon review of some of the data, the third party realized the disks included more information than requested and returned all the disks to the mortgage servicing provider. While the third party has attested that HSBC customer data was not loaded, accessed, or viewed by their personnel, HSBC is notifying you out of an abundance of caution. The security of your information is very important to us and HSBC takes this matter very seriously. HSBC has received assurance from our mortgage servicing provider that they have made changes to their processes to avoid future incidents.</p>
<b>What Information Was Involved?</b>	<p>The information on the disks included your name, mailing and property address, Social Security Number, mortgage account number, deposit account numbers, payment history details, demographic data and other information required to service your mortgage.</p>
<b>What We Are Doing.</b>	<p>At our expense, HSBC is offering you a complimentary one-year subscription to Identity Guard<sup>®</sup>, a credit monitoring and identity theft protection service. Identity Guard not only provides essential monitoring and protection of credit data, but also alerts you to certain activities that could indicate potential identity theft. This program is provided by Intersections Inc. (NASDAQ: INTX), a leading provider of consumer and corporate identity risk management services. If you wish to take advantage of this monitoring service, you must enroll within 90 days of receiving this letter. <b><u>SEE “IDENTITY GUARD ENROLLMENT PROCEDURE” INSTRUCTIONS BELOW</u></b></p>
<b>What You Can Do.</b>	<ol style="list-style-type: none"> <li><b>Monitor Transactions:</b> Monitor your account transactions and contact us if you notice any unauthorized activity.</li> </ol>

2. **Place a Fraud Alert:** Place a fraud alert on your credit file, which tells creditors to contact you before they open any new accounts or change your existing accounts. Call any one of the three major Credit Bureaus: as soon as one Credit Bureau confirms your fraud alert, the others are notified to place fraud alerts. All three credit reports will be sent to you, free of charge, for your review.
  - Experian at 1-888-397-3742 or [www.experian.com/consumer](http://www.experian.com/consumer)
  - Equifax at 1-800-525-6285 or [www.equifax.com](http://www.equifax.com)
  - Trans Union at 1-800-680-7289 or [www.transunion.com](http://www.transunion.com)
  
3. **Obtain Credit Reports:** Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you periodically obtain your credit reports and review them for any information relating to fraudulent transactions to help you spot problems and address them quickly. Victim information sometimes is held for use or shared among a group of thieves at different times. You should remain vigilant over the next 12 to 24 months and promptly report any incidents of identity theft to HSBC and the Credit Bureaus.
  
4. **File Reports:** If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call or contact your local law enforcement and file a police report. Get a copy of the police report; many creditors want the information it contains to absolve you of the fraudulent debts. Also, file a complaint with the FTC at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) or 1-877-ID-THEFT (1-877-438-4338). Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcers for their investigations. If you do not have Internet access, call the FTC's Identity Theft Hotline, toll-free: 1-877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261; or write: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

#### **IDENTITY GUARD ENROLLMENT PROCEDURE:**

IDENTITY GUARD® features include:

- 3-Bureau Credit Report and Scores\*
- 3-Bureau Daily Monitoring with NOTIFY EXPRESS® Alerts
- 3-Bureau Quarterly Credit Update
- Victim Assistance
- Credit Education Specialists
- Up to \$20,000 identity theft insurance with \$0 deductible\*\*

To activate this coverage, please visit the Web site listed below and enter the redemption code. The redemption code is required for enrollment, and can only be used one time by the individual addressed.

Web Site: [www.identityguard.com/enroll](http://www.identityguard.com/enroll) \*\*\*

Redemption Code: <<ITAC Code>>

In order to enroll, you will need to provide the following personal information:

- Mailing Address
- Date of Birth
- Phone Number
- E-mail Address
- Social Security Number
- Redemption Code

This service is complimentary; no method of payment will be collected during enrollment and there is no need to cancel.

### Other Important Information

For Maryland, North Carolina and Rhode Island Residents – From the Credit Bureaus listed in the “What You Can Do” section, you can obtain information about identity theft and steps you can take to protect yourself, and you can find information on Credit Bureau fees. You can also call or mail inquiries or questions to:

#### **Maryland:**

Attorney General of Maryland, Identity Theft Unit at 1-888-743-0023 / TDD 1-410-576-6372

Maryland Attorney General – ID Theft Unit  
200 St. Paul Place – 16th Floor  
Baltimore, MD 21202

#### **North Carolina:**

Attorney General Office at 1-919-716-6400 Fax: 1-919-716-6750

Attorney General’s Office  
9001 Mail Service Center  
Raleigh, NC 27699-9001

#### **Rhode Island:**

Office of Attorney General 1-401-274-4400

Office of the Attorney General  
150 South Main Street  
Providence, Rhode Island 02903

#### **For Information Regarding Your Mortgage**

For HELOC customers call our Mortgage Services Center at (866) 435-7153.

For Mortgage customers call our Mortgage Services Center at (866) 435-7108.

Hours of operation are Mon-Fri 8:30am – 8:30pm Eastern Time.

*\*The scores you receive with Identity Guard® are provided for educational purposes to help you understand your credit. They are calculated using the information contained in your Equifax, Experian and TransUnion credit files. Lenders use many different credit scoring systems, and the scores you receive with Identity Guard are not the same scores used by lenders to evaluate your credit.*

Credit scores are provided by CreditXpert® based on data from the three major Credit Bureaus.

\*\*Identity Theft Insurance underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

\*\*\*If you are not able to enroll on-line, please call the toll-free number 1-844-350-7528.