

Feucht Financial Group LLC

Return to IDX
P.O. Box 1907
Suwanee, GA 30024

To Enroll, Please Call: 1-833-608-3033 Or Visit: https://app.idx.us/account-creation/protect Enrollment Code: <<XXXXXXXXXX>>
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<<Name 1>> <<Name 2>>
<<Address 1>>
<<Address 2>>
<<City>>, <<State>> <<Zip>>

October 29, 2021

Dear <<Name 1>>:

We are writing to notify you that Feucht Financial Group, LLC (“Feucht”) experienced a security incident that may have involved some of your personal information. This letter explains the incident, outlines the measures we have taken, and provides steps you can take in response.

What Happened?

On September 8, 2021, a limited number of Feucht Financial Group LLC computer systems were infected with malware that encrypted the data stored on the systems. We took immediate steps to protect client data, secure the network, notify law enforcement and launch an investigation with the assistance of cybersecurity professionals. Since our initial actions, we have been conducting a forensic investigation and engaging with law enforcement. Through the investigation, we learned that an unauthorized party gained access to some systems on our network.

What Information Was Involved?

As you know, we collect a variety of confidential information from you, including your name, address, date of birth, Social Security number, and financial account numbers. To date the forensic investigation has not determined if any of your information was accessed by the unauthorized party. While we have no evidence that your personal information has been stolen or misused, our investigation thus far has not been able to rule out that possibility. Nevertheless, we wanted to let you know this event occurred and assure you we are taking it very seriously.

What Are We Doing?

In response to the incident, Feucht Financial Group LLC has taken steps to help prevent a similar incident in the future that include, but are not limited to, implementing enhanced security measures on client brokerage accounts, rebuilding and restoring impacted systems, changing network user passwords and upgrading security appliances. In an abundance of caution, we are offering you a complimentary membership in identity theft protection services through IDX. IDX identity protection services include: 12 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed id theft recovery services. For more information on identity theft prevention and IDX, including instructions on how to activate your complimentary membership, please see the additional information provided with this letter.

What You Can Do.

We encourage you to remain vigilant by reviewing your account statements and credit reports for any unauthorized activity over the next 12 to 24 months. If you see charges or activity you did not authorize, please contact your financial professional immediately. For more information, including some additional steps you can take to help protect yourself, please see the additional information provided with this letter.

For More Information.

If you have any questions, please call IDX at 1-833-608-3033, Monday through Friday 8:00 a.m. – 8:00 p.m. CST or you can reach your advisor/tax professional/accountant at Feucht Financial Group LLC, Monday through Thursday, 8:00 a.m. – 5:00 p.m. and Friday, 8:00 a.m. – 3:00 p.m. CST at 920-921-6288. We are happy to answer any questions and to assist you in any manner.

Sincerely,

A handwritten signature in black ink that reads "Chad Feucht". The script is fluid and cursive, with the first letters of each word being capitalized and prominent.

Chad Feucht
Feucht Financial Group LLC President and CEO

A handwritten signature in black ink that reads "Jeremy Feucht". The script is fluid and cursive, with the first letters of each word being capitalized and prominent.

Jeremy Feucht
Feucht Financial Group LLC President and CEO



Recommended Steps to Help Protect Your Information

1. Website and Enrollment. Go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter. Please note the enrollment deadline is January 29, 2022.

2. Activate the credit monitoring provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

3. Telephone. Contact IDX at 1-833-608-3033 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

4. Review your credit reports. We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

ADDITIONAL STEPS YOU CAN TAKE

We remind you it is always advisable to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity over the next 12 to 24 months. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

- *Equifax*, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111
- *Experian*, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742
- *TransUnion*, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

- *Federal Trade Commission*, Consumer Response Center, 600 Pennsylvania Avenue NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft

Fraud Alerts and Credit or Security Freezes:

Fraud Alerts: There are two types of general fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed

on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years.

To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report.

For those in the military who want to protect their credit while deployed, an Active Duty Military Fraud Alert lasts for one year and can be renewed for the length of your deployment. The credit bureaus will also take you off their marketing lists for pre-screened credit card offers for two years, unless you ask them not to.

Credit or Security Freezes: You have the right to put a credit freeze, also known as a security freeze, on your credit file, free of charge, which makes it more difficult for identity thieves to open new accounts in your name. That's because most creditors need to see your credit report before they approve a new account. If they can't see your report, they may not extend the credit.

How do I place a freeze on my credit reports? There is no fee to place or lift a security freeze. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For information and instructions to place a security freeze, contact each of the credit reporting agencies at the addresses below:

- **Experian Security Freeze**, PO Box 9554, Allen, TX 75013, www.experian.com
- **TransUnion Security Freeze**, PO Box 2000, Chester, PA 19016, www.transunion.com
- **Equifax Security Freeze**, PO Box 105788, Atlanta, GA 30348, www.equifax.com

You'll need to supply your name, address, date of birth, Social Security number and other personal information.

After receiving your freeze request, each credit bureau will provide you with a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

How do I lift a freeze? A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it altogether. If the request is made online or by phone, a credit bureau must lift a freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request.

If you opt for a temporary lift because you are applying for credit or a job, and you can find out which credit bureau the business will contact for your file, you can save some time by lifting the freeze only at that particular credit bureau. Otherwise, you need to make the request with all three credit bureaus.

Residents of North Carolina: You may contact and obtain information from your state attorney general at: *North Carolina Attorney General's Office*, 9001 Mail Service Centre, Raleigh, NC 27699, 1-919-716-6000 / 1-877-566-7226, www.ncdoj.gov