charles SCHWAB

NOTICE OF UNUSUAL LOGIN ACTIVITY

May 4, 2016

What Happened?

We are contacting you to alert you to unusual login activity on your account(s), which began on or after March 25, 2016. We believe someone may have obtained your username and password from a non-Schwab account or website that you use and tried them successfully on Schwab.com. This type of account access can occur when you use the same username and password on multiple sites.

Although we have no indication that your holdings have been impacted as a result of this access, we encourage you to review your financial accounts and credit reports, remain vigilant for the next 12 to 24 months, and report any suspicious or unrecognized activity immediately to local law enforcement and your financial institution(s).

What Information Was Involved?

Schwab accounts provide online access to clients' names, Schwab account numbers, and other information, including positions and transaction history. The fact that such information is available on Schwab.com does not necessarily mean that your information was accessed by the person(s) who used your login credentials. This is because the person(s) involved likely used an automated program to test large numbers of login credentials against many different accounts, both at Schwab and likely at other financial institutions. The fact that this effort yielded a number of coincidental matches, including for your account(s), does not necessarily mean that your account information was accessed.

What We Are Doing.

After we discovered the issue, to protect your confidential information, we restricted your online account access until we could speak with you. We have also been actively monitoring your account for suspicious activity.

We are attempting to contact you by phone, or if you are a client of an independent investment advisor, we have asked your advisor to contact you. By the time you receive this email, a Schwab representative or your advisor may already have spoken to you and explained the steps we recommend you take.

What You Can Do.

If you haven't spoken with a Schwab representative yet, please call us so we can re-establish your online access and discuss other actions you might want to take.

The security of your account is important to us. Please call us at 877-903-1570 or at one of the contact numbers on our website or on your Schwab account statements.

Other Important Information

Credit Reporting Agencies

Equifax	TransUnion	Experian
P.O. Box 740241	P.O. Box 2000	P.O. Box 4500
Atlanta, GA 30348	Chester, PA 19022	Allen, TX 75013
Phone: 866-493-9788	Phone: 800-680-7289	Phone: 888-397-3742

If you believe you have been the victim of identity theft, you should report that to your local law enforcement agency and consider contacting the above credit reporting agencies to place a "fraud alert" or "security freeze" on your credit file, which will notify lenders to verify your ID before extending credit in your name. You may need to provide them with a police report, and each agency may charge you up to $10. Instructions for requesting a free copy of your credit report can be viewed at https://www.consumer.ftc.gov/articles/0155-free-credit-reports.

You can contact the Federal Trade Commission to learn more about how to protect yourself from identity theft. Write to the Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Ave. NW, Washington, DC 20580; call 877-FTC-HELP (877-382-4357); or visit their website at https://www.identitytheft.gov/info-lost-or-stolen.

Some states provide other resources for their residents:

Iowa Residents: You can also report suspected incidents of identity theft to local law enforcement or the Office of the Iowa Attorney General, 1305 E. Walnut Street, Des Moines, IA 50319; 515-281-5164; http://www.iowaattorneygeneral.org.

Maryland Residents: To obtain more information about steps you can take to avoid identity theft, you can contact the Office of the Maryland Attorney General, 200 St. Paul Place, Baltimore, MD 21202; 888-743-0023; www.oag.state.md.us/contact.htm; or the Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Ave. NW, Washington, DC 20580;

Massachusetts and West Virginia Residents: Applicable law requires that we notify you that you can also place a security freeze on your credit report to prevent potential credit grantors from accessing your credit report without your consent, by sending a written request to each of the national credit reporting agencies listed above. In order to request a security freeze, you will need to provide the following: (1) your full name, with middle initial and any suffixes; (2) your Social Security number and date of birth; (3) proof of your current address, such as a utility or phone bill, as well as a list of your addresses from the prior five years; (4) a legible photocopy of a government-issued identification card; (5) if you have been a victim of identity theft, a copy of any police report, complaint, or other investigative report you may have filed with local law enforcement; and (6) if you are not a victim of identity theft, payment by check, money order, or credit card. Do not send cash. The credit reporting agency may charge a fee of up to $10 each to place, temporarily lift, or remove a freeze. To lift or remove a freeze, you must send a written request in accordance with the requirements of each credit reporting agency. Please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for credit, loans, employment, housing, or other services. For more information regarding credit freezes, please contact the credit reporting agencies directly. Under state law, you also have the right to request a copy of any police report filed in connection with this incident.

North Carolina Residents: To obtain more information about steps you can take to avoid identity theft, you can contact the North Carolina Attorney General's Office, 9001 Mail Service Center, Raleigh, NC 27699-9001; 877-5-NO-SCAM (877-566-7226); www.ncdoj.gov; or the Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Ave. NW, Washington, DC 20580; 877-ID-THEFT (877-438-4338); https://www.identitytheft.gov/info-lost-or-stolen.

Oregon Residents: You can also report suspected incidents of identity theft to law enforcement or to the Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Ave. NW, Washington, DC 20580; https://www.identitytheft.gov/info-lost-or-stolen.

Vermont Residents: You can learn helpful information about fighting identity theft, placing a security freeze on your credit file, and obtaining a free copy of your credit report on the Vermont Attorney General's website at http://www.atg.state.vt.us.

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