



1421 W. Shure Drive, Suite 100  
Arlington Heights, IL 60004

July 15, 2016

Office of the Attorney General  
Attn: Security Breach Notification  
200 St. Paul Place  
Baltimore, MD 21202

RECEIVED  
OFF OF THE ATTY GENERAL  
2016 JUL 18 P 6:42

VIA FEDERAL EXPRESS

RE: Notification of Data Security Breach Incident

Dear Attorney General:

We are writing to provide you with written notification regarding the nature and circumstances of a breach of customer data that occurred at HSBC Securities USA, Inc ("HSBC").

We became aware of an incident where a former employee printed and took customer account information prior to leaving HSBC on June 8, 2016 and began contacting those customers from his new employer, Wells Fargo. We believe that the former employee has since returned all customer records in his possession to HSBC.

The customer data for three Maryland residents were impacted by this incident. The information accessible included customer name, mailing address, social security number, date of birth, e-mail address, financial account numbers and phone numbers.

HSBC takes this very seriously and deeply regrets that this incident occurred. HSBC notified the impacted customers on July 15, 2016 with a letter explaining the incident. HSBC is offering a free one-year subscription to Identity Guard®, a credit monitoring and identity theft protection service. This program is provided by Intersections Inc., a leading global provider of consumer and corporate identity risk management services. It provides essential monitoring and protection of not only credit data, but it also monitors internet chat rooms and newsgroups, and alerts customers if their social security number, credit cards and bank account numbers are found in unsecure online locations. Copies of the customer notices are enclosed.

If any further information is required pertaining to this notice, please contact me directly at (813) 612-8574 or at (212) 525-2591, or by mail to the address listed above.

Sincerely Yours,

Gillian Van Schaick  
Executive Vice President  
US Head Regulatory Compliance

Enclosures (Customer Notices)

HSBC Bank USA, N.A.  
P.O. Box 9  
Buffalo, NY 14240



Date: July 15, 2016

**Notice of Data Breach**

**What Happened?**

We recently became aware of an incident where a former HSBC Securities Premier Relationship Advisor had unauthorized acquisition of your personal information after his employment ended with HSBC on June 8, 2016. As a result of our investigation, your personal information has been returned to HSBC. We apologize for any inconvenience this has caused. HSBC takes this very seriously and the security of your information is very important to us.

**What Information Was Involved?**

The information included your first and last name, mailing address, email address, phone numbers on file, date of birth, Social Security number, one or more of the below financial account numbers and account balances.

- CASH CARD - PREMIER DEBIT MASTERCARD
- CASH CARD - DEBIT MASTERCARD
- CASH CARD - ADVANCE DEBIT CARD
- CASH CARD - ATM CARD
- CHECKING - HSBC PREMIER
- CHECKING - HSBC ADVANCE
- CHECKING - CHOICE CHECKING
- SAVINGS - HSBC PREMIER SAVINGS
- SAVINGS - HSBC ADVANCE ONLINE SAVINGS
- SAVINGS - HSBC EVERYDAY SAVINGS
- INSURANCE – INSURANCE
- INVESTMENT – BROKERAGE
- INVESTMENT – ANNUITY
- LINE OF CREDIT
- REVOLVING CREDIT - HSBC PREMIER CREDIT CARD
- REVOLVING CREDIT - SELECT CREDIT
- REVOLVING CREDIT - MC PLATINUM
- SAFE DEPOSIT
- MORTGAGE - CONVENTIONAL WITHOUT PMI
- CASH MANAGEMENT SWEEP
- MUTUAL FUND WRAP MODEL
- CASH ASSETS

<p>What We Are Doing.</p>	<p>HSBC issued a cease and desist letter to our former employee advising him that his conduct was in violation of the registered representative agreement he signed while employed with HSBC. We also escalated this incident to legal counsel with his new employer.</p> <p>As a measure of caution and at our expense, HSBC is offering you a complimentary one-year subscription to Identity Guard®, 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. <b><u>SEE “IDENTITY GUARD ENROLLMENT PROCEDURE” INSTRUCTIONS BELOW</u></b></p>
<p>What You Can Do.</p>	<ol style="list-style-type: none"> <li>1. <b>Monitor Transactions:</b> Monitor your account transactions for any unauthorized activity and contact us if any is noticed.</li> <li>2. <b>Place a Fraud Alert:</b> 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. <ul style="list-style-type: none"> <li>• Experian at 1-888-397-3742 or <a href="http://www.experian.com/consumer">www.experian.com/consumer</a></li> <li>• Equifax at 1-800-525-6285 or <a href="http://www.equifax.com">www.equifax.com</a></li> <li>• Trans Union at 1-800-680-7289 or <a href="http://www.transunion.com">www.transunion.com</a></li> </ul> </li> <li>3. <b>Obtain Credit Reports:</b> 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.</li> <li>4. <b>File Reports:</b> 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 <a href="http://www.ftc.gov/idtheft">www.ftc.gov/idtheft</a> 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.</li> </ol>

## **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 call the toll-free number or 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.

Toll-Free: 1-866-446-8927  
Web Site: [www.identityguard.com/enroll](http://www.identityguard.com/enroll) \*\*\*  
Redemption Code: XXXXXXXXXX

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

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

This service is complimentary; no method of payment will be collected during enrollment and there is no need to cancel. We apologize for any inconvenience and urge you to enroll today.

## **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 More  
Information.

Call 1-800-662-3343 for Wealth Services (option 4), 1-800-975-HSBC for Personal Banking, 1-888-662-HSBC for Premier or HSBC Securities, or go to <https://www.us.hsbc.com/1/2/home/site/security/protect-you>.

Sincerely,



Middle Office Wealth Services Manager

*\*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 1-866-446-8927.