

<<FIRST_NAME>> <<LAST_NAME>>
 <<CLI_BEST_ADDR1>>
 <<CLI_BEST_ADDR2>>
 <<CITY>>, <<STATE>> <<ZIP>>



<<Mail Date>>

Dear <<FIRST_NAME>> <<LAST_NAME>>:

On September 20, 2016, we became aware of a service issue regarding alternate payee check instructions maintained on your brokerage account. According to your instructions, Ameriprise Financial was to provide your name and long term care account number as identification on disbursements to an insurance company.

Due to a system limitation, the identifying information was included in the address printed on the check, which caused your name and long term care account number to be visible in the window of the envelope. To protect you and your information we will be unable to continue to service the alternate payee instruction and encourage you to explore our other capabilities available through an Ameriprise ONE Account or establish a scheduled disbursement to the destination.

Because of the sensitive nature of the information visible in the window of the envelope, we wanted to notify you of this incident and the steps we have taken to protect your accounts. We have instructed our service associates to use extra caution when verifying callers and to confirm the signature on written requests related to your accounts.

None of us like to hear about incidents involving our personal information. And in situations like this, taking a few prudent steps can further protect you against the potential misuse of your information. That's why we recommend the following actions:

- Register a Fraud Alert with the three major credit bureaus listed below:

Equifax	Experian	TransUnion
P.O. Box 740241 Atlanta, GA 30374 (800) 525-6285 equifax.com	P.O. Box 9554 Allen, TX 75013 (888) 397-3742 experian.com	2 Baldwin Place P.O. Box 1000 Chester, PA 19022 (800) 680-7289 transunion.com

- Pay special attention and review any medical bills and claim summaries carefully to make sure that they accurately reflect the care you have received.
- Be vigilant if you receive a call from someone who claims to represent your long term care insurance company. If you have any doubts about the caller, hang up and call their service area to verify the validity of the call.
- If you notice any unusual activity, contact your advisor or Ameriprise Financial Customer Service immediately. We are here to help.

If you have any questions, please do not hesitate to contact Ameriprise Financial Customer Service at (800) 862-7919. Please accept my sincere apology regarding this situation and any inconvenience it may cause you.

Sincerely,

Mike Pszyblyski
 Vice-President - Clearing
 Ameriprise Financial, Inc.

