

# INFORMATION SECURITY

Thank you for allowing Davenport & Company to serve your investment needs. Protection of the privacy of client information is extremely important, and we take our obligations to secure your data seriously. Davenport maintains a comprehensive Privacy and Information Security Program, and the components of the program are reviewed and updated on a regular basis. We include administrative, technical and physical safeguards such as firewalls, encryption and active monitoring of account activity to protect the confidentiality and integrity of any personal information you provide to us.

## **Ways you can attempt to protect yourself from cyber crime:**

- 1. On a regular basis, watch for the typical signs of identity theft:**
  - a. Unfamiliar or unexplained transactions of any nature on your financial accounts. Examine the statements for your bank, brokerage, and credit and/or debit cards every month, including electronic statements if you have turned off your paper copies.
  - b. A reduction of communication. Ensure you receive an electronic or paper copy of your statements each month. You may stop receiving mail if your address has been fraudulently changed.
  - c. Phone calls regarding purchases or unpaid invoices or debts you do not recognize.
- 2. Consider requesting a copy of your credit report.** Annual free reports are available at [www.annualcreditreport.com](http://www.annualcreditreport.com). Review all disclaimers and disclosures carefully before choosing this service. Look for any item that is incorrect or unusual, specifically:
  - a. Any new account opened or any unfamiliar charges.
  - b. Credit inquiries that you did not initiate.
  - c. Inaccuracies in your address, social security number and other identifying information.If you suspect fraudulent activity or inaccuracies, notify the credit-reporting agency and the information provider shown on your credit report.
- 3. Consider placing a fraud alert on your credit file with at least one of the major credit reporting agencies.** A fraud alert can be made free of charge and requires a business to contact you if a new account or credit is requested in your name. Be aware this will include yourself if you legitimately apply for credit. A fraud alert generally lasts for 90 days, but may be extended up to seven years if a report of Identity Theft is filed with the Federal Trade Commission. For more information and recommendations, visit the FTC Identity Theft site at [www.consumerftc.gov](http://www.consumerftc.gov).

### **National Consumer Reporting Agencies**

**Experian** (800) 397-3742 | [Experian.com](http://Experian.com)  
**Equifax** (800) 766-0008 | [Equifax.com](http://Equifax.com)  
**TransUnion** (800) 680-7289 | [transunion.com](http://transunion.com)

- 4. Consider placing a credit/security freeze.** In order to place a freeze, you will need to contact each credit agency and request a freeze on all credit. Please note a credit freeze may prevent you from acquiring new credit even if you legitimately initiate the request.

If you believe you have been the victim of a cyber crime, there is more information and additional steps you can take located on the Federal Trade Commission's website: <https://www.identitytheft.gov/Steps>.

**For a copy of our Privacy Pledge to Customers, visit [www.investdavenport.com/client-disclosures/privacy-policy](http://www.investdavenport.com/client-disclosures/privacy-policy).**

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