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September 2007

TDAI 5374

John Q. Sample
123 Main Street
Anytown, US 12345-6789



You do not need to make any changes to your TD AMERITRADE accounts or to change the way you do business with us.

Dear John Sample,

Let me tell you why I am sending this letter. While investigating client reports about the industry-wide issue of investment-related SPAM, we recently discovered and eliminated unauthorized code from our systems. Despite our protective systems, this code allowed certain client information stored in one of our databases, including email addresses, to be retrieved by an external source.

What we want you to know:

- **UserIDs and passwords are not included in this database, and we can confirm that your assets remain secure at TD AMERITRADE.**
- **Because you are a former TD Waterhouse client, your information has only been stored in this database for a short time. We were able to conclude that while Social Security Numbers are stored in this database, your Social Security Number was not retrieved.**

What we are doing to protect you:

- We have hired ID Analytics, which specializes in identity risk, to investigate and monitor for potential identity theft. ID Analytics provides identity risk services to many of the country's largest banks and telecommunication companies, as well as government agencies. **Following its initial evaluation, ID Analytics found no evidence of identity theft as a result of this data breach.** We will retain its services on an ongoing basis to support your TD AMERITRADE accounts and to monitor for evidence of identity theft. We will alert and advise you if any is found.
- You continue to be covered by our **Asset Protection Guarantee**, which protects you and your assets from any unauthorized activity that may occur in your account through no fault of your own. If you lose cash or securities as a result of such activity, we will reimburse you for the cash or shares of securities you lost.
- We have made and will continue to make significant investments in security software, systems and procedures, and we will remain vigilant about protecting you.

What you can do to protect yourself:

- As always, remain alert in guarding your personal information, regularly review your account statements and monitor your credit activity from the major reporting agencies.
- Visit our online Security Center at www.tdameritrade.com/security for more information on protecting yourself against the possibility of security threats.

We want to answer any questions and address any concerns that you may have about this matter. For more information, including a list of Frequently Asked Questions (FAQs) and an additional message from me, please go to www.amtd.com; or contact us at 800-431-3500. We have informed your Advisor of this situation, so you can contact him or her as well.

We sincerely apologize to you for this situation and want to assure you that protecting the security and privacy of your assets and information remains a top priority. **Once again, please be assured that your assets are secure at TD AMERITRADE.**

Sincerely,



Joe Moglia, CEO
TD AMERITRADE