

COMMERCE STREET CAPITAL, LLC

1445 Ross Avenue, Suite 2700 Dallas, Texas 75202
Telephone (214) 545-6800 Facsimile (214) 545-6850

FAX COVER SHEET

DATE: 8/2/2013

TO: Office of Attorney General FAX# 410.576.6566

FROM: Suzanne Hickey

NUMBER OF PAGES SENT (INCLUDING THIS ONE) 5

SENDER'S TELEPHONE NUMBER 214-545-6832

COMMENTS: _____

MEMBER FINRA/SIPC

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COMMERCE STREET
Holdings

COMMERCE STREET HOLDINGS, LLC
1445 ROSS AVENUE, SUITE 2700
DALLAS, TEXAS 75202 214-545-6800

August 2, 2013

Via Facsimile (410-576-6566)

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

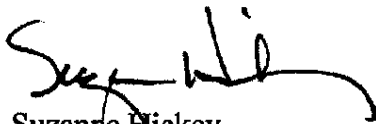
To Whom It May Concern:

In accordance with Md. Code Ann. § 14-3504, I am writing to provide you with notification regarding the nature and circumstances of a recent data security incident.

We recently became aware of an incident involving personal information of certain individuals that we obtained in connection with our services. A Commerce Street employee's company-issued laptop was stolen from a rental car. The laptop contained business records that included personal information such as names, Social Security numbers, account numbers and government-issued identification numbers. We have no evidence at this time that any of the information has been further disclosed or used in an unauthorized manner as a result of this incident. Immediately after discovering the incident, we changed all passwords used by the employee for access to the stolen laptop and Commerce Street systems and reported the incident to law enforcement authorities.

We are notifying one Maryland resident affected by this incident. Attached for your reference is a copy of the notice Commerce Street is sending to these individuals. If you have any questions, please call me at 214-545-6832

Very truly yours,



Suzanne Hickey
Chief Compliance Officer and General Counsel

Enclosure

COMMERCE STREET
*Holdings*COMMERCE STREET HOLDINGS, LLC
1445 ROSS AVENUE, SUITE 2700
DALLAS, TEXAS 75202 214-545-6800

August 3, 2013

Name
Address
City, State, Zip Code

Dear (Name):

We recently became aware of an incident involving personal information of certain individuals that we obtained in connection with our services. A Commerce Street employee's company-issued laptop was stolen from a rental car. The laptop contained business records that included personal information such as names, Social Security numbers, account numbers and government-issued identification numbers. We have no evidence at this time that any of the information has been further disclosed or used in an unauthorized manner as a result of this incident. Immediately after discovering the incident, we changed all passwords used by the employee for access to the stolen laptop and Commerce Street systems and reported the incident to law enforcement authorities.

We regret that this incident may affect you. We take our obligation to safeguard personal information very seriously and, therefore, we are alerting you so you can take steps to help protect yourself. We encourage you to remain vigilant by reviewing your account statements and monitoring your free credit reports. You are entitled under U.S. law to one free credit report annually from each of the three national credit bureaus. To order your free credit report, visit www.annualcreditreport.com or call toll-free at 1-877-322-8228.

In addition, we recommend that you register for credit monitoring services with Equifax Personal Solutions, which we have arranged to provide for one year at no charge to you. The attached Reference Guide provides information on registration and recommendations by the U.S. Federal Trade Commission on the protection of personal information. You also may want to consider placing a fraud alert on your credit file.

We hope this information is useful to you. If you have any questions regarding this incident, please call Carla Brooks at 214-545-6823 or Suzanne Hickey at 214-545-6832.

Again, we regret any inconvenience this may cause you.

Sincerely,



Dory A. Wiley
President and CEO

Reference Guide

We encourage individuals receiving Commerce Street's letter dated August 3, 2013, to take the following steps:

Order Your Free Credit Report. To order your free credit report, visit www.annualcreditreport.com, call toll-free at 1-877-322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's ("FTC") website at www.ftc.gov and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The three credit bureaus provide free annual credit reports only through the website, toll-free number or request form.

When you receive your credit report, review it carefully. Look for accounts you did not open. Look in the "inquiries" section for names of creditors from whom you haven't requested credit. Some companies bill under names other than their store or commercial names. The credit bureau will be able to tell you when that is the case. Look in the "personal information" section for any inaccuracies in your information (such as home address and Social Security number). If you see anything you do not understand, call the credit bureau at the telephone number on the report. Errors in this information may be a warning sign of possible identity theft. You should notify the credit bureaus of any inaccuracies in your report, whether due to error or fraud, as soon as possible so the information can be investigated and, if found to be in error, corrected. If there are accounts or charges you did not authorize, immediately notify the appropriate credit bureau by telephone and in writing. Credit bureau staff will review your report with you. If the information can't be explained, then you will need to call the creditors involved. Information that can't be explained also should be reported to your local police or sheriff's office because it may signal criminal activity.

Register for Credit Monitoring. We have arranged with Equifax Personal Solutions to help you protect your identity and your credit information for one year at no cost to you. Equifax Credit Watch Silver will provide you with daily credit monitoring of your Equifax credit file, one copy of your Equifax Credit Report™, and identity theft insurance in the amount of \$25,000 to cover injuries arising from an occurrence of identity theft (subject to limitations and exclusions).¹ To take advantage of this offer, please enroll as described below no later than October 31, 2013.

How to Enroll

To sign up online for online delivery go to www.myservices.equifax.com/silver

1. **Welcome Page:** Enter this Activation Code: XXXXXXX and click the "Submit" button.
2. **Register:** Complete the form with your contact information (name, gender, home address, date of birth, Social Security Number and telephone number) and click the "Continue" button.
3. **Create Account:** Complete the form with your email address, create a User Name and Password, check the box to accept the Terms of Use and click the "Continue" button.
4. **Verify ID:** The system will then ask you up to four security questions to verify your identity. Please answer the questions and click the "Submit Order" button.

¹ The online product features described above are subject to modification by Equifax. This product is not intended for minors (under 18 years of age).

5. **Order Confirmation:** This page shows you your completed enrollment. Please click the "View My Product" button to access the product features.

Contact the U.S. Federal Trade Commission. If you detect any unauthorized transactions in your financial account, promptly notify your payment card company or financial institution. If you detect any incident of identity theft or fraud, promptly report the incident to your local law enforcement authorities, your state Attorney General and the FTC. If you believe your identity has been stolen, the FTC recommends that you take these additional steps:

- Close the accounts that you have confirmed or believe have been tampered with or opened fraudulently. Use the FTC's ID Theft Affidavit (available at www.ftc.gov/idtheft) when you dispute new unauthorized accounts.
- File a local police report. Obtain a copy of the police report and submit it to your creditors and any others that may require proof of the identity theft crime.

You can contact the FTC to learn more about how to protect yourself from becoming a victim of identity theft:

Federal Trade Commission
 Consumer Response Center
 600 Pennsylvania Avenue, NW
 Washington, DC 20580
 1-877-IDTHEFT (438-4338)
www.ftc.gov/idtheft/

Consider Placing a Fraud Alert on Your Credit File. To protect yourself from possible identity theft, consider placing a fraud alert on your credit file. A fraud alert helps protect you against the possibility of an identity thief opening new credit accounts in your name. When a merchant checks the credit history of someone applying for credit, the merchant gets a notice that the applicant may be the victim of identity theft. The alert notifies the merchant to take steps to verify the identity of the applicant. You can place a fraud alert on your credit report by calling any one of the toll-free numbers provided below. You will reach an automated telephone system that allows you to flag your file with a fraud alert at all three credit bureaus.

Equifax	Equifax Credit Information Services, Inc. P.O. Box 740241 Atlanta, GA 30374	1-800-525-6285	www.equifax.com
Experian	Experian Inc. P.O. Box 9554 Allen, TX 75013	1-888-397-3742	www.experian.com
TransUnion	TransUnion LLC P.O. Box 2000 Chester, PA 19022-2000	1-800-680-7289	www.transunion.com

Place a Security Freeze on Your Credit File. You may wish to place a "security freeze" (also known as a "credit freeze") on your credit file. A security freeze is designed to prevent potential creditors from accessing your credit file at the credit bureaus without your consent. There may be

fees for placing, lifting, and/or removing a security freeze, which generally range from \$5-\$20 per action. *Unlike a fraud alert, you must place a security freeze on your credit file at each credit bureau individually.* For more information on security freezes, you may contact the three nationwide credit bureaus or the FTC as described above. Since the instructions for establishing a security freeze differ from state to state, please contact the three nationwide credit bureaus to find out more information.

The credit bureaus may require proper identification prior to honoring your request. For example, you may be asked to provide:

- Your full name with middle initial and generation (such as Jr., Sr., II, III)
- Your Social Security number
- Your date of birth
- Proof of your current residential address (such as a current utility bill)
- Addresses where you have lived over the past five years
- A legible copy of a government-issued identification card (such as a state driver's license or military ID card)

For Maryland Residents. You can obtain information from the Maryland Office of the Attorney General about steps you can take to avoid identity theft. You may contact the Maryland Attorney General at:

Maryland Office of the Attorney General
Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
(888) 743-0023 (toll-free in Maryland)
(410) 576-6300
www.oag.state.md.us