



**Holli Sullivan**  
Secretary of State

# Secretary of State

## State of Indiana

### Securities Division

**Alex Glass**  
Securities Commissioner

### COMPLIANCE ALERT

**TO:** All Broker-Dealers and Registered Agents  
**FROM:** Alex Glass, Securities Commissioner  
**DATE:** May 25, 2021  
**RE:** FINRA Reports Increase in Customer Account Takeover Incidents

The Indiana Secretary of State, Securities Division (“Division”) and Securities Commissioner (“Commissioner”) are issuing this notice to alert registrants that the Financial Industry Regulatory Authority (“FINRA”) has reported an increasing number of customer account takeover (“ATO”) incidents. As FINRA sets out in Regulatory Notice 21-18, reported ATOs indicate that these events have increased in their frequency and sophistication. Firms should remain vigilant and take any necessary steps to mitigate the risks ATOs present to the privacy of their customers’ personal information.

Firms should review [Regulatory Notice 21-18](#) to find useful information regarding their regulatory obligations to protect customer information and strategies firms may use to mitigate risks from these incidents.

Other questions regarding this alert may be directed to [securities@sos.in.gov](mailto:securities@sos.in.gov).

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