

Dear (Name),

This letter serves as a follow-up to our conversation.

Rollstone Bank & Trust was notified by one of our security partners about an issue at another financial institution. There was an unauthorized download of an image of one of the checks you wrote from your RBT account.

In the interest of safety, please take these steps to mitigate the chance of fraud on your account.

1. **(Consumers)** Start a new RBT account. We will close the impacted account and process any pending, authorized transactions through the new account. This will allow you to continue your banking with little to no interruption.

(Businesses) Add Positive Pay to your current RBT account or start a new RBT account. Positive Pay helps you detect suspicious transactions and stop them from being processed. You may also choose to move to an entirely new account. If that is your choice, we will close the impacted account and process any pending, authorized transactions through the new account.

2. **(Consumers)** Freeze your credit. A credit (or security) freeze is the best way to make sure nobody can access your credit information or open accounts in your name. Visit [usa.gov/credit-freeze](https://www.usa.gov/credit-freeze) for easy-to-follow steps.

Please contact us at 800.640.1166 to let us know how you would like to proceed. **For your protection, this should be done as soon as possible.** We realize this is an inconvenience and we are here to help you every step of the way.

Thank you for banking with Rollstone Bank & Trust.

Sincerely,
(Branch Manager or Lender)
Name
Title