



January 17, 2025

Dear [REDACTED]

We are writing to formally notify you that an unauthorized acquisition of your personal information occurred on December 16, 2024 at Needham Bank. This notice explains the incident, measures we have taken, and steps you may take in response. Needham Bank takes privacy and security of personal information very seriously and will continue to take steps to help protect personal information.

**What Happened:** As you were informed on December 19, 2024 by Needham Bank, a fraudster, posing as someone from your business and with knowledge that your business was a Needham Bank customer, contacted Needham Bank on December 10, 2024 through a compromised email of your business, and requested that a fraudulent new signer be added to a business account at Needham Bank, where you are an existing signer.

**What Information Was Involved:** In the process, your first name, last name, driver's license, date of birth and social security number were disclosed to the fraudster. Immediately upon learning of the issue, we launched an investigation and removed the unauthorized access. Our investigation revealed that the fraudster had online access for only a matter of hours on December 19, 2024. You have indicated to us that to date, no evidence of unlawful activity has occurred with respect to your personal information and this incident.

**What you Can Do:** Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

You may also place a security freeze on your credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. Under federal law, you cannot be charged to place, lift, or remove a security freeze.

You must place your request for a freeze with each of the three major consumer reporting agencies: Equifax ([www.equifax.com](http://www.equifax.com)); Experian ([www.experian.com](http://www.experian.com)); and TransUnion ([www.transunion.com](http://www.transunion.com)). To place a security freeze on your credit report, you may send a written request by regular, certified or overnight mail at the addresses below. You may also place a security freeze through each of the consumer reporting agencies' websites or over the phone, using the contact information below:

Equifax Security Freeze  
P.O. Box 105788  
Atlanta, GA 30348 1-800-349-9960  
<https://www.equifax.com/personal/credit-report-services/>

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013 1-888-397-3742  
<https://www.experian.com/freeze/center.html>

TransUnion Security Freeze  
P.O. Box 160  
Woodlyn, PA 19094 1-888-909-8872  
<https://www.transunion.com/credit-freeze>

In order to request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. Social Security Card, pay stub, or W2;
8. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

The credit reporting agencies have one (1) to three (3) business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password (or both) that can be used by you to authorize the removal or lifting of the security freeze. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (including name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze, as well as the identities of those entities or individuals you would like to receive your credit report. You may also temporarily lift a security freeze for a specified period of time rather than for a specific entity or individual, using the same contact information above. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for request made by mail) after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for requests made by mail) after receiving your request to remove the security freeze.

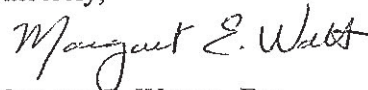
In addition to assistance on your business accounts, Needham Bank will reimburse you for at least 24 months of free credit monitoring services as the information involved in the incident includes social security numbers.

Due to this occurrence, you should consider taking the following actions: 1) placing a fraud alerts on your credit file; 2) reviewing your credit reports for unexplained activity; and 3) reviewing your credit card or other financial accounts for any suspicious and/or unauthorized activity.

**What We Are Doing:** We have enhanced our customer identification procedures, including confirmation when account access is requested, as well as working with our core provider regarding restricting information on their account access forms.

**For More Information:** If you should have any further questions, please contact Michael Tudino at (781) 474-5448. We regret any inconvenience this incident may cause you.

Sincerely,



Margaret E. Watson, Esq.

General Counsel

[mwatson@needhambank.com](mailto:mwatson@needhambank.com)

(781) 474-5848





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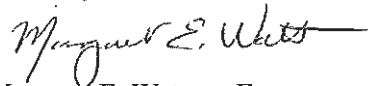
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