

Florence Bank

July 6, 2026



I am writing to inform you about a fraudulent incident that resulted in the unauthorized disclosure of your personal information. The non-public, personal information that may have been exposed includes:

- Name
- Address
- Date of Birth
- Social Security Number
- Driver's License Number

Immediately upon discovery, we secured access to all affected accounts, implemented additional safeguarding measures, and launched an investigation, which determined that **no unauthorized transactions were conducted as a result this incident.**

Protecting your information, privacy, and safety is our number one priority. To provide additional peace of mind, we would like to offer you 100% reimbursement for 18 months of identity theft protection, should you wish to purchase those services from LifeLock, Experian or a provider of your choice.

Please accept my sincere apologies for any inconvenience this may have caused, and rest assured that we are here to help. I can be reached at 413-587-4749 should you have any questions or would like to discuss this matter further.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jeremy Melton', written over a light blue horizontal line.

Jeremy Melton
Senior Vice President/Chief Operations and Risk Management Officer

Additional Steps to Protect Yourself from Fraud

- Carefully review your account statements to verify your transactions. If any activity looks suspicious, notify the bank immediately to report suspected identify theft.
- The Fair Credit Reporting Act, under certain circumstances, lets you place a fraud alert on your consumer credit report to notify creditors that you may be a victim of fraud. Refer to the list of credit reporting agencies listed below.
- A credit freeze can help protect you from identity theft and help stop someone who stole your identity from continuing to misuse it. Refer to the list of credit reporting agencies listed below.
- You can periodically obtain credit reports from each nationwide credit reporting agency and have information relating to fraudulent transactions deleted. Refer to the list of credit reporting agencies listed below.
- You may also use this letter to obtain a free credit report from the reporting agencies.
- Visit the Federal Trade Commission's (FTC) web site (<http://www.consumer.gov/idtheft>) or call the toll-free number (1-877-IDTHEFT) to obtain identity theft guidance and to report suspected incidents of identity theft.

Credit Reporting Agencies

Equifax Information Services LLC P.O. Box 105069 Atlanta, GA 30348-5069 800-525-6285 www.equifax.com	Experian National Consumer Assistance P.O. Box 9554 Allen, TX 75013 888-397-3742 www.experian.com	TransUnion Consumer Relations P.O. Box 2000 Chester, PA 19016-2000 800-916-8800 https://www.transunion.com
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