



PO Box 535230  
Pittsburgh, PA 15253-5230

## Notice of Data Breach

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Here's important  
information for you.

Customer Name

BOSTON, MA 02118-4621

January 5, 2026

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### Here's what happened:

We're writing to advise about an incident that occurred where forms containing your Social Security number were mailed to another customer in error. As this incident caused an exposure, we wish to offer you additional protection for your personal information.

### What information was involved:

As a result of this incident, sensitive information such as your name and Social Security number were exposed.

### What we are doing:

We know that our customers expect us to safeguard their personal and financial information, and we deeply regret that this incident occurred.

We placed alert(s) on your account(s), which will remain in place for 6 months. Because of the alert(s), you may need to provide additional authentication for any transactions you make in a branch or when calling our Customer Care Center.

We are also offering you a complimentary one-year membership of Experian® IdentityWorks<sup>SM</sup>.

### What you can do:

Enroll in the complimentary credit monitoring being offered. The information that you need to enroll in this service is provided below along with other actions that you can take to protect your information.

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### Here's how you can enroll in Experian's IdentityWorks:

To help protect your identity, we are offering a complimentary (1) one-year membership of Experian's IdentityWorks. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- **ENROLL BY:** 12/16/2026(Your code will not work after this date.)
- **VISIT** the Experian IdentityWorks website to enroll:  
*experianidworks.com/3bcredit*
- **Provide Engagement Number:**
- **Provide your Activation Code:**

If you have questions about the product, need assistance with identity restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 1-877-890-9332. Be prepared to provide your engagement number as proof of eligibility for the identity restoration services by Experian.

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**Here are other actions you can take:**

In addition to enrolling in Experian IdentityWorks, we also recommend that you place a fraud alert on your credit file. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. To place this alert, call any one of the three major credit bureaus or visit one of their websites. As soon as one credit bureau confirms your alert, the others are notified to place fraud alerts as well. All three credit bureaus will send you a credit report, free of charge, for your review.

Equifax: [equifax.com](https://www.equifax.com) or call 1-800-525-6285

Experian: [experian.com](https://www.experian.com) or call 1-888-397-3742

TransUnion: [transunion.com](https://www.transunion.com) or call 1-800-680-7289

**Report suspicious activity**

You should always remain watchful with respect to your financial accounts and, in particular, over the next twenty-four months, promptly report any suspicious incidents. To that end, please review your accounts on a regular basis and promptly report incidents of suspected fraud or identity theft to PNC Bank or your other financial institutions.

If you'd like to learn more about how to avoid identity theft, visit The Federal Trade Commission (FTC) website at [ftc.gov/idtheft](https://www.ftc.gov/idtheft) or call 1-888-ID-THEFT (1-877-438-4338). You can also visit our website [pnc.com/security](https://www.pnc.com/security) for other tips on protecting yourself and your personal information.

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**Here's how you can reach us or Experian:**

If you have any questions regarding this matter or need further assistance, please contact our Executive Client Relations department at 1-866-622-8758