



[Date]

Name

Address 1

City, State, Zip

Re: Notice of Third-Party Data Security Incident

Dear Customer,

We are writing to notify you of a data security incident involving IDScan.net, a third-party service provider used by PeoplesBank for customer identification verification.

What Happened

On September 8, 2026, IDScan.net notified us that it had identified unauthorized access to certain systems used to provide identity verification services. Based on the information currently available, the incident occurred between April 2026 and September 2026. Our records indicate that your identification was scanned at a PeoplesBank banking center before September 2026, and therefore may have been exposed during this time.

What Information Was Involved

The information involved may have included your full name, address, driver's license or state identification number, and/or date of birth. At this time, we have no indication that your information has been misused.

What We Are Doing

We are working with IDScan.net to understand the scope of the incident and support appropriate response efforts. Where required, appropriate regulatory agencies and law enforcement are being notified.

What You Can Do

IDScan.net has posted additional information at idscan.net/notification-data-security-incident. We recommend that you review account activity and credit reports for suspicious activity and report anything you do not recognize to the relevant financial institution or service provider.

- Consider placing a fraud alert or security freeze with the major credit bureaus if you believe your information may be at risk.
- Protect account access by using strong, unique passwords and enabling multi-factor authentication where available.



- Be cautious of emails, calls, or text messages asking for personal information, account numbers, passwords, or verification codes.
- Report suspicious activity promptly to the relevant financial institution, service provider, or credit bureau.

Credit Monitoring and Identity Protection

IDScan.net is offering complimentary credit monitoring and identity protection services. To learn more or enroll, visit idscan.net/notification-data-security-incident or call 1-833-516-2980, Monday through Friday, 8 AM to 8 PM ET, excluding holidays.

We regret any concern this incident may cause. Protecting customer information remains a priority, and we appreciate your attention to this notice.

Sincerely,

PeoplesBank
Customer Solutions