10/12/2026

«Card_Holder_Name_1»
«Address_Line_1»
«Address_Line_2»
«City_Name», «State_Code» «Zip_Code»

Dear Valued Customer:

We are strongly committed to the security of our customers' information and strive to let you know about potential security concerns as soon as possible. A merchant where you used your Eastern Bank Debit MasterCard BusinessCard® ending in **[XXXX]** may have experienced a breach in security. Regrettably, we are unable to provide any additional details because they have not been provided to us.

Currently, we feel that there is no need to issue you a new card. If circumstances change and a new card is necessary, we will send you further notification. Please be sure to monitor your account(s) closely and contact Eastern Bank immediately if you detect suspicious activity. Online and mobile banking can be used to monitor your account(s). You may enroll by visiting easternbank.com.

If you have any questions or would like to request a new card, please visit your nearest branch or call us at 1-800-EASTERN (327-8376), Monday through Friday, 7:00 a.m. – 8:00 p.m., or 9:00 a.m. – 3:00 p.m. on Saturday.

Sincerely,



Thomas Mercuro
Senior Vice President, Retail Administration

MasterCard is a registered trademark of MasterCard International Incorporated

Member FDIC

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In order to reduce the risk on your account, we are lowering the limits on your current card to $500 and mailing you a new debit card. If you plan to make a purchase that would exceed the $500 daily limit, please notify us in advance by calling 1-800-EASTERN (327-8376). When you activate your new card, your original limit will be reinstated and your personal identification number (PIN) will remain the same.

What you need to do:

1. Activate your new card upon its receipt and destroy your old card. To avoid disruption in service, you must activate your new card before **[XX/XX/XX]**; otherwise, your old card will automatically deactivate and can no longer be used.
2. If you have existing automatic payments, be sure to provide those billers with your new card information.
3. Monitor your account(s) closely and contact Eastern Bank immediately if you detect suspicious activity. Online and mobile banking can be used to monitor your account(s). You may enroll by visiting easternbank.com.

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