



websterfive

#14150

<Date>

John Smith  
123 Main Street  
Auburn, MA 01501

Dear John Smith

Re: Card Number Ending 1234

### **IMPORTANT NOTICE**

It was recently reported to us that your Webster Five debit card number may have been compromised. To avoid any possible unauthorized use of your card, we have issued you a new debit card which will be arriving in the mail in 7-10 business days.

Please activate your new card before destroying your old card and start using your new card immediately. As a reminder, when your new card arrives, you must contact any service providers who automatically bill your account and provide them with your new card number.

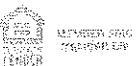
The referenced card number above will become inactive no later than {date 2 weeks from date of letter} at which time you should have already received and activated your new card. If you do not receive a new card prior to this date, please call 800-696-9401 extensions 3520 or 3521.

**It's important to review your statements as soon as they arrive for any unusual transactions. If you discover that your card has been misused, please notify us immediately so we may close your card and work with you to file a dispute. You are not liable for unauthorized debit card transactions if we hear from you within 60 days after we sent the first statement on which the problem or error appeared.**

We are sorry for any inconvenience this may cause, but feel that this is an important course of action to protect your account. Webster Five is always proactive concerning any security issues that affect our cardholders. Thank you for banking with us and the opportunity to serve your financial needs.

*Please review the reverse side of this letter for recommended actions you may take to protect yourself against unauthorized use of your personal information.*

10 A Street, Auburn, MA 01501 • T 800.696.9401 • F 508.438.3598 • web5.com



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