



#14159

MutualOne.com
508.820.4000
PO Box 9006
Framingham MA 01701
Offices in Framingham
and Natick

January 3, 2019

Lonnie M. McGuire
3800 Whitetail Circle
Tulsa, OK 74132-2186

Re: Data Security Breach

Dear Mr. McGuire,

I am reaching out to you because of a recent incident that occurred when you opened a new account with MutualOne Bank. A document containing some of your personal information may have inadvertently been sent out to another customer.

The Bank values your relationship with us and takes this incident seriously. At MutualOne Bank, we are committed to protecting our customers' information and accounts. With that in mind, I wanted to let you know what has happened since to ensure an error like this does not happen again.

- Escalation to senior management
- Additional training for employee involved
- Evaluation of internal processing procedures
- Additional safeguards to ensure more effective quality controls are in place.

For additional information on protecting yourself from identity theft, visit our web site at www.mutualone.com.

Sincerely,

A handwritten signature in black ink, appearing to read "Kimberly D. Sambuchi".

Kimberly D. Sambuchi
First Vice President



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January 3, 2019

Mala Krishnamoorthy
3845 Harrison Street Apt 308
Oakland CA 94611-5059

Re: Data Security Breach

Dear Dr. Krishnamoorthy,

I am reaching out to you because of a recent incident that occurred when you opened a new account with MutualOne Bank. A document containing some of your personal information was inadvertently sent out to another customer.

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First Vice President