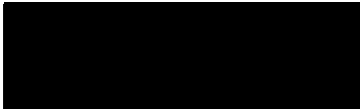




#14159

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

January 3, 2019



Re: Data Security Breach

Dear 

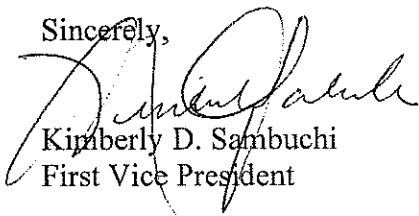
I am reaching out to you because of a recent incident that occurred when you opened a new account with MutualOne Bank. A document containing some of your personal information may have inadvertently been sent out to another customer.

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](http://www.mutualone.com).

Sincerely,

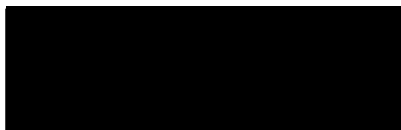


Kimberly D. Sambuchi  
First Vice President



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

January 3, 2019



Re: Data Security Breach

Dear 

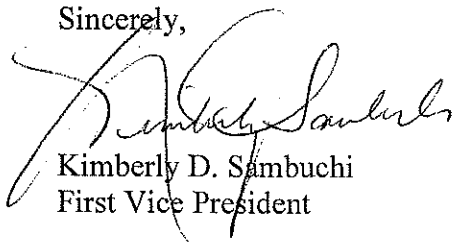
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Kimberly D. Sambuchi  
First Vice President