

12/4/19  
January 29, 2019

Attorney General Maura Healy  
Office of Attorney General  
One Ashburton Place  
Boston, MA 02108

Dear Attorney General Maura Healy:

Pursuant to M.G.L. c. 93H, we are writing to notify you of an unauthorized access of personal information. Webster Five was informed by MasterCard (which brands the debit cards we issue to checking account customers) or our card processor that some personal information of Webster Five customers was compromised and may have resulted in unauthorized disclosure of payment card data.

Enclosed with this letter is a spreadsheet for the month of December listing the details of each breach. The spreadsheet lists the date Webster Five received notice of the breach, the MasterCard case number, number of active cards for customers who are Massachusetts residents, and event description.

Webster Five may call the affected customers to notify them that their personal information may have been compromised if we see active fraud, and to ask them to validate activity on their accounts. We closed the cards and have reordered new cards for our customers.

We have mailed a letter to the Massachusetts residents who were affected by this incident. The letter informs the customers that we have issued them a new debit card, and also contains the notice requirements specified by M.G.L. c. 93H, s. 3(b). A copy of this letter is attached. We have also reported this information to the Director of Consumer Affairs and Business Regulation as required using their website.

If additional information is needed, please contact me at the below address, or by telephone at 508-438-3515.

Sincerely,

Linette Maldonado  
EFT Supervisor

Enclosures (3): Notification to Webster Five customers  
Spreadsheet listing breach details  
Notification to the Office of Consumer Affairs and Business Regulation