

14931

PO BOX 306
2 CENTER STREET
ADAMS, MA 01220
413.743.0001



Notice Date: February 28, 2019

Name
Address
City, State, Zip

COMPROMISED DEBIT CARD NOTICE

Re: Debit Card Ending in xxxx

This notice is to inform you of a notification we received of a compromise that has taken place with your card referenced above. Compromise Alerts are communicated to financial institutions and indicate there has been a security breach at a location where you transacted business.

Due to the increased potential for fraud, it is in the best interest of our customers to reissue these cards. You will receive a new chip enabled debit card within the next 15 days. Two to three days following the receipt of your card you will receive a Pin Mailer so you can activate your card at an ATM. You may also bring your new card to any one of our branches to have it activated. It is important that you activate your new card as soon as you receive it to avoid any disruption.

Please be aware that effective (Date) you will no longer be able to use the card you currently have in your possession ending in the last four digits listed above. For security reasons, if you would like us to deactivate this card sooner, please call a customer service representative at 413.743.0001 or visit any one of our seven locations. Please destroy the card referenced above immediately upon receipt of your replacement card to avoid confusion going forward.

Until your new card is received, we ask you to please review your account activity online and report any suspicious activity immediately if discovered.

In accordance with a new Massachusetts requirement, we are required to provide you with the attached additional information regarding consumer rights with regard to Identity Theft whenever a security breach occurs. By reissuing this card, risks are mitigated but we wish to make you aware of these measures. Please don't hesitate to call if you have any questions or concerns.