

14955

Cardholder Services
P O Box 551242
Jacksonville, FL 32255

[name]
[address]
[address]
[address]

RE: Your MetaBank prepaid card ending in «Last_4»

«Mail_Date»

Dear «Name»:

On March 1, 2019, we became aware of a logic flaw in the authentication process for logging into the cardholder website for the above referenced prepaid card ("Your Card") that may have allowed an unauthorized-third party to access certain account information. We remediated the flaw on March 1st, preventing further access by the unauthorized party, and immediately began an investigation to determine if any of our cardholders were impacted. Based on our investigation, we believe an unauthorized third party was able to access information about you and Your Card, which may include your: name, address, telephone number, email address, transaction history and the routing and account number used for Automated Clearing House ("ACH") transfers to and from Your Card.

It is important to carefully review your recent card account activity and report any transactions you did not authorize to Cardholder Services as soon as possible, at the number on the back of your card. Refer to your Cardholder Agreement for more information on how to report unauthorized transactions. We will also be monitoring your account for any unusual activity.

Be aware that fraudsters may be seeking to exploit customers during an incident such as this with potential scam telephone calls, emails and text messages. Learn more about what you can do to protect yourself from potential scams at usa.gov/scams-and-frauds. We encourage you to regularly monitor your credit report and any other accounts you may have for irregular or suspicious activity. If you wish to monitor your credit, you may be able to get a credit report free of charge at annualcreditreport.com or by calling one of the credit reporting agencies TransUnion – transunion.com at (800) 888-4213; Experian – experian.com at (888) 397-3742; or Equifax – equifax.com at (800) 685-1111.

Thank you for your prompt attention in this matter. If you have any questions regarding this communication, please call Cardholder Services at the toll-free number on the back of your card.

Sincerely,