



15514

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

August 2, 2019

Re: Data Security Breach

Dear:

The Bank received notification from the MasterCard Fraud Management department on July 31, 2019. They have been evaluating a security breach of a **Merchants Network** during the period from June 15, 2019 to July 26, 2019. While the security breach did not occur at MutualOne Bank, the notification from the MasterCard Fraud Management department indicates that your debit card number may have been exposed to possible compromise as a result.

At MutualOne Bank, we are committed to protecting our customers' information and accounts. With that in mind, a replacement debit card with a new card number has been ordered for you at no cost and you should receive it within the next 14 days. **Please note: You will be receiving a system generated pin within 1-2 days of receiving your card. Please activate your new card at any ATM by performing a balance inquiry using the pin number you received in the mail. If you wish to change your pin, you may do so at any ATM or by visiting one of our branches.**

When you receive your replacement card in the mail, please destroy your old card immediately. To further insure your security, the old card will be deactivated as of August 19, 2019. It is important to note that if you have automatic deductions on your current card, you should be sure to notify the vendors or merchants of your new card number.

For additional information on protecting yourself from identity theft, visit our web site at www.mutualone.com . Please contact Donna Sahely, our Debit MasterCard Specialist, with any questions regarding your account at (508)820-4000. I apologize for any inconvenience but believe this will best protect you against potential fraud.

Sincerely,

Carmela Canal
First Vice President of Deposit Operations