



Date: 08/19/19

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

Office of Consumer Affairs and Business Regulation
10 Park Plaza Suite 5170
Boston, MA 02116

Dear Attorney General & Director:

Pursuant to M.G.L. c. 93H, we are writing to notify you of a breach of security/an unauthorized access or use of personal information involving Massachusetts residents.

NATURE OF THE SECURITY BREACH OR UNAUTHORIZED USE OR ACCESS

MasterCard Notification Received: 08/19/19

Event Description: Suspected data compromise of a merchant's payment card environment

Source of Compromise: System Breach

Affected Time Period: May 1, 2019 through June 24, 2019

Electronic Data possibly compromised: Account Number, CVC2, Expiration Date

NUMBER OF MASSACHUSETTS RESIDENTS AFFECTED

Total: 2

All affected residents were promptly notified via a written notice that was delivered by the US Postal Service.

STEPS YOU HAVE TAKEN OR PLAN TO TAKE RELATING TO THE INCIDENT

All impacted cards have been flagged as "compromised" which escalates the review of transactions by our fraud detection system. Transactions associated with these flagged cards have a greater chance of being sent through our online real-time monitoring to risk-score the transactions before they are approved.

The notifications sent to all affected residents recommends that they contact us to reissue them a new card. We will only close and reissue a card without hearing from them if the suspected card has experienced fraud or attempted fraud.

At this time we do not have any evidence that the personal information was used for fraudulent purposes and have not reported the incident to law enforcement.

OTHER NOTIFICATION AND CONTACT INFORMATION

Please contact me if you have any questions or if you require any additional information.

Sincerely,

Kathy Guerrier
Debit Card Administrator
Phone: (617) 340-1283
kguerrier@village-bank.com

Member FDIC
Member SIF
Letter: CM008

