



270 Main St. P. O. Box 250 Southbridge, MA 01550

15995
Special Notice

October 29, 2019

RE: Your Debit card ending in XXXX

X
X
X

Dear:

We have been notified by MasterCard International of a suspected security breach of a merchant's network, transactions that may have compromised some of Savers Bank's debit card numbers. We have not had any evidence of fraudulent activity, however, for your account protection; we are reissuing all affected cards.

- You will be receiving a **new debit card ordered on October 29, 2019.**
- Your old card will be deactivated in 15 days and should be destroyed. Should you want to close this card immediately, please contact our ATM Department at 1-508-765-7345 or the Hot Card Service Center at 1-800-554-8969.
- You will need to **ACTIVATE** the new card by calling the toll free number that appears on the label attached to your new card.
- Please be aware that any automated payments or recurring transactions, which use the old CARD number, will need to be changed.
- We encourage you to sign up for **Online Banking**, a free service to you, where you can view your accounts online, with many helpful features; get more information online at www.saversbank.com by clicking on "Online Banking" under quick links on the left side of your screen.
- As always and especially now, you should monitor your account by promptly reviewing your monthly statement, or through use of our online banking services. Report any unauthorized activity immediately. In the unlikely event fraud was to occur we have included information on how to protect yourself.
- Should you have any questions or concerns you can contact your local Savers Bank branch office or please contact us toll free at 1-800-649-3036.

We apologize for any inconvenience this may cause you.

Your privacy and confidential banking information are a priority for us at Savers Bank, and we thank you for your continued business.

Sincerely,

Savers Bank
ATM Department



IMPORTANT NOTICE ABOUT YOUR PERSONAL INFORMATION

Here are the actions we recommend you take to protect yourself:

1. You should be mindful for the next 12 to 24 months in reviewing your account statements and notify us of any suspicious activity.
2. You may contact the fraud departments of the three major credit reporting agencies to discuss your options. You should review your credit report and may obtain your report by contacting any of the credit reporting agencies listed below. You may also receive a free annual credit report at www.annualcreditreport.com. You have the right to place a free 90-day fraud alert on your credit file. A fraud alert lets creditors know to contact you before opening new accounts. It also may delay your ability to obtain credit. To place a fraud alert on your credit report contact the three credit reporting agencies below.

Experian
(888) 397-3742
P.O. Box 9532
Allen, TX 75013
www.experian.com

Equifax
(877) 478-7625
P.O. Box 740241
Atlanta, GA 30374-0241
www.equifax.com

TransUnion
(800) 680-7289
P.O. Box 6790
Fullerton, CA 92834-6790
www.transunion.com

3. You may wish to learn more about identity theft. The Federal Trade Commission has on-line guidance about the steps that consumers can take to protect themselves against identity theft. You can call 1-877-ID-THEFT (1-877-438-4338) or visit the Federal Trade Commission's website at www.ftc.gov, or www.consumer.gov/idtheft to obtain additional information. We also encourage you to report suspected identify theft to the Federal Trade Commission.

FOR MASSACHUSETTS RESIDENTS ONLY

4. Under Massachusetts law you have a right to place a security freeze on your consumer credit report. The security freeze will prohibit a consumer reporting agency from releasing any information in your consumer report without your express authorization. A security freeze may be requested by sending a request by certified mail, overnight mail or regular stamped mail to a consumer reporting agency. The security freeze is designed to prevent credit, loans or services from being approved in your name without your consent. You should be aware that using a security freeze may delay, interfere with, or prevent the timely approval of any subsequent credit request or application you make regarding new loans.

5. In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.); Social Security number and date of birth;
2. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
3. Proof of current address, such as a current utility bill or telephone bill;
4. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.)
5. If you are a victim of identity theft, include a copy of the police report, investigative report, or complaint to a law enforcement agency concerning the identity theft;
6. If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only).

The credit reporting agencies have 3 business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within 5 business days and provide you with a unique personal identification number (PIN) or password, or both, that can be used by you to authorize the removal or lifting of the security freeze. A consumer reporting agency must allow a consumer to freeze, lift or remove a freeze from a consumer report free of charge.

6. If you discover suspicious activity on your credit report, your accounts or by any other means, you may wish to file a police report. You have a right to obtain a copy of any police report you file.

We will continue to monitor the effects of the compromise and want to ensure that you are aware of the resources available to you.

Hotchkiss, Anne (SCA)

From: Andino, Michelle <mandino@saversbank.com>
Sent: Wednesday, November 06, 2019 3:44 PM
To: Hotchkiss, Anne (SCA)
Subject: RE: Data Breach - 15995

Follow Up Flag: Follow up
Flag Status: Flagged

Good afternoon Anne,

The notifications sent to your office was for 2 different data breaches that we received. If you need anything else please do not hesitate to contact me.

Thank you,

Michelle Andino

ATM/Debit Supervisor
Electronic Services
270 Main Street | P.O. Box 250
Southbridge, MA 01550

Tel: (508) 765-7345 | Fax: (508) 909-2070

Email: mandino@saversbank.com

Website: www.saversbank.com

From: Hotchkiss, Anne (SCA) [mailto:anne.hotchkiss@state.ma.us]
Sent: Tuesday, November 5, 2019 10:13 AM
To: Andino, Michelle
Subject: Data Breach - 15995

Caution: This message originated from the Internet.

Hello Michelle,

The Office of Consumer Affairs and Business Regulation (MA) has received two notifications of a data breach dated October 29, 2019 in regards to Savers Bank. Each letter indicates 4 Massachusetts residents were affected. Please let me know if these letters are duplicate.

If you have any questions, please let me know.

Thank you,
Anne

Anne Hotchkiss
Executive Assistant to the Undersecretary

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Boston, MA 02116

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