



16327

DATE

CUST NAME  
CUST ADDRESS  
CITY, STATE, ZIP

We have been notified that your debit card ending in ##### has been compromised. The information that was possibly compromised is the magnetic strip data and/or card number and expiration date.

On DATE, you were contacted by The Cooperative Bank of Cape Cod to verify possible fraudulent transactions on your debit card. You reported to us that the transactions were fraudulent.

Upon notification of the fraud, your debit card was closed. If you have not already received a replacement card, you may visit any of our full service branches to receive a new Instant Issue Debit Card. If you are unable to visit a branch, please contact the Customer Assistance Center at 508.568.3400 and we will place an order for a new card to be mailed to you.

We remind you to remain vigilant over the next twelve to twenty four months and report any suspicious activity on your account immediately by contacting us at 508-568-3200.

Thank you for your cooperation.

Sincerely,

TCBCC EMPLOYEE NAME  
Deposit Operations Representative



«NAME2»  
«ADDRESS2»  
«CITY\_ST\_ZIP2»

Dear «NAME2».

We were recently advised by MasterCard that your debit card ending in ##### may have been compromised and is now potentially vulnerable to fraudulent activity. The potential compromise is the result of a security breach of a US terminal servicer's payment card environment. The information that has possibly been compromised is magnetic stripe data. We understand this is concerning and we are working hard to minimize any inconvenience this may cause. We will continue to monitor the activity with your card and contact you immediately if there is a need to cancel your card.

We remind you to remain vigilant over the next twelve to twenty four months and report any suspicious activity on your account immediately by contacting us at 508.568.3400.

Because we offer the convenience of Instant Issue Technology, you can stop by any of our full service branches and obtain a new debit card. If you prefer, you may also call our Customer Assistant Center at 508.568.3400 and have a new debit card issued through the mail within the next 7-10 business days. Either way, your replacement debit card will be provided to you at no cost.

If you choose to receive a new card and have previously provided a company with your ATM/debit card number and expiration date to authorize periodic payments, you will need to contact the company and provide them with the new card number and new expiration date.

Again, we apologize for this inconvenience and thank you for your cooperation. Please do not hesitate to call our Customer Assistance Center at 508.568.3400 if you have any questions.

Sincerely,

Roman Mako  
Operations Manager, Electronic Banking and Payments  
508-568-3400