



16381

January 23, 2020

«Name»
«Address_1»
«Address_2»

Dear «Name»:

RE: card number ending in «Last_4_of_Card»

Dedham Savings was recently notified of a possible security incident (card breach) at an undisclosed location. The data exposed was debit card numbers, cardholder names, PIN data, Security Code (CVC number) and expiration dates. Please note that no personal information linked to debit card numbers, such as checking, or savings account numbers was disclosed. It has been determined that your debit card was among those that were reported to Dedham Savings.

Although certain card data may have been compromised in the incident, it does not necessarily mean that your card data was involved. It is important to note that "compromised" simply means that typically secure information may have been revealed to an unauthorized person. Please be assured that Dedham Savings is closely monitoring all potentially compromised cards. Our internal fraud detection systems have not detected fraud on customers' affected cards.

As a precautionary measure, we have reduced your daily limit to \$300.00 for debit card purchases (signature transactions) on your existing card. We will also be issuing a new card for you with your existing Personal Identification Number (PIN). We anticipate that new card will arrive within 7 to 10 business days in an unmarked envelope. During the interim, you will continue to have limited access on your current card until you receive your new debit card. Your current card will be restricted by «Shutdown Date» or upon activation of your new debit card, whichever comes first. Once you receive your new card, please;

- **Activate your new card immediately so you may continue making transactions without interruption. To activate your card, contact our 24-Hour Telephone Banking System at 1-888-252-0760 Option 6,2 or by performing a PIN based transaction.**
- **Destroy your old card and start using your new card with your current Personal Identification Number (PIN).**
- **If you have set up recurring payments with a store or service provider, provide those companies with your new card number and expiration date.**

Dedham Savings' cardholders should continue to diligently monitor their account activity. You may use our 24-hour Telephone Banking system, BankLine, at 1-888-252-0760 or view your account history online with Your Link. To enroll in Your Link, visit our website at www.dedhamsavings.com. Once you have enrolled, you can have instant access to your account history.

We are providing a notice on the back of this letter that is currently required by federal and state law that outlines certain actions and recommendations that you may take to protect yourself as a consumer. Each consumer should read the notice and decide on what steps make sense for you. If you need further assistance, please contact the bank at the number provided below.

If you notice that your card has been used for any unauthorized transaction, please contact Your Bank Center **immediately at (781)-329-6700 or 1-800-462-1190**. Please be assured that you will not be held responsible for any fraudulent activity associated with this incident. We will continue to monitor the effects of this security incident and want to ensure that you are aware of the resources available to you.

We value your patronage and appreciate you for making Dedham Savings "Your Bank".

Sincerely,

Gina Iantosca
Gina Iantosca
Digital Services