

16464

Customer Name  
Customer Address  
Customer City, State Zip

Dear Valued Customer:

We have been alerted by a third party that your Eastern Bank Debit MasterCard® ending in [XXXX] may have been compromised during a merchant security breach. The merchant name has not been disclosed to us, so unfortunately we are unable to provide any additional details.

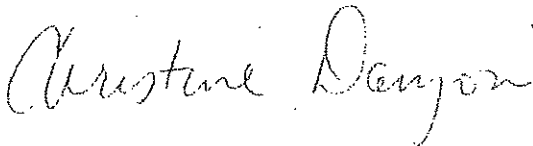
At this time, we feel that there is no need to issue you a new card. If circumstances change and a new card is necessary, we will send you further notification.

Your card comes with MasterCard's Zero Liability Policy, so you are not responsible for unauthorized transactions made with your card as long as you reasonably protect it from loss or theft, and promptly report any suspicious activity. Online and mobile banking can be used to monitor your account.

If you are not an online banking user, you may enroll by visiting [easternbank.com/hcenroll](http://easternbank.com/hcenroll).

If you have any questions or would like to request a new card, please call us at 1-800-EASTERN (327-8376), Monday through Friday, 7:00 a.m. – 8:00 p.m., or 9:00 a.m. – 3:00 p.m. on Saturday.

Sincerely,



Christine Danjou  
Senior Vice President, Consumer Banking

Member FDIC

MasterCard is a registered trademark of MasterCard International Incorporated

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Customer Address  
Customer City, State Zip

Dear Valued Customer:

We have been alerted by a third party that your Eastern Bank Debit MasterCard® ending in [XXXX] may have been compromised during a merchant security breach. The merchant name has not been disclosed to us, so unfortunately we are unable to provide any additional details.

To help keep your account safe, we are sending you a new debit card. We have also lowered the total daily limit on your old card to \$750. If you plan to make a purchase that would exceed the \$750 daily limit, please notify us by calling 1-800-EASTERN (327-8376). Your original limit will be reinstated when you activate your new card. Your old card will be deactivated on [xx/xx/xx] even if you do not activate your new card.

**What you need to do:**

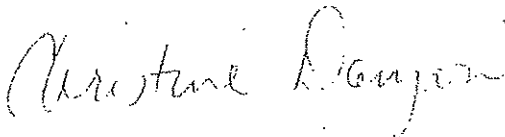
- Activate your new card upon its receipt. Your personal identification number (PIN) will remain the same.
- Destroy your old card, which will be deactivated once you activate your new card.
- Provide your new card number to any merchants with which you have recurring payments established.

Your card comes with MasterCard's Zero Liability Policy, so you are not responsible for unauthorized transactions made with your card as long as you reasonably protect it from loss or theft, and promptly report any suspicious activity. Online and mobile banking can be used to monitor your account.

If you are not an online banking user, you may enroll by visiting [easternbank.com/hcenroll](http://easternbank.com/hcenroll).

If you have any questions or suspect there is a problem with your card, please call us at 1-800-EASTERN (327-8376), Monday through Friday, 7:00 a.m. – 8:00 p.m., or 9:00 a.m. – 3:00 p.m. on Saturday.

Sincerely,



Christine Danjou  
Senior Vice President, Consumer Banking

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Dear Valued Business Customer:

We have been alerted by a third party that your Eastern Bank Debit MasterCard BusinessCard® ending in [XXXX] may have been compromised during a merchant security breach. The merchant name has not been disclosed to us, so unfortunately we are unable to provide any additional details.

To help keep your account safe, we are sending you a new debit card. We have also lowered the total daily limit on your old card to \$750. If you plan to make a purchase that would exceed the \$750 daily limit, please notify us by calling 1-800-EASTERN (327-8376). Your original limit will be reinstated when you activate your new card. Your old card will be deactivated on [xx/xx/xx] even if you do not activate your new card.

**What you need to do:**

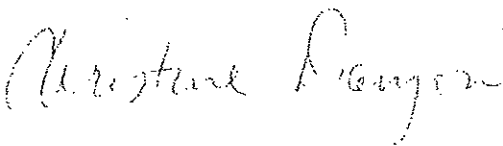
- Activate your new card upon its receipt. Your personal identification number (PIN) will remain the same.
- Destroy your old card, which will be deactivated once you activate your new card.
- Provide your new card number to any merchants with which you have recurring payments established.

Your card comes with MasterCard's Zero Liability Policy, so you are not responsible for unauthorized transactions made with your card as long as you reasonably protect it from loss or theft, and promptly report any suspicious activity. Online and mobile banking can be used to monitor your account.

If you are not an online banking user, you may enroll by visiting [easternbank.com/businessonline](http://easternbank.com/businessonline).

If you have any questions or suspect there is a problem with your card, please call us at 1-800-EASTERN (327-8376), Monday through Friday, 7:00 a.m. – 8:00 p.m., or 9:00 a.m. – 3:00 p.m. on Saturday.

Sincerely,



Christine Danjou  
Senior Vice President, Consumer Banking

Member FDIC

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