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Dedham Savings

Here for the journey.

March 4, 2020

(Name and Address Redacted)

Dear (Name Redacted):

At Dedham Savings, we take our obligation to safeguard sensitive personal information entrusted to us very seriously. As part of our efforts, we are notifying you again (you were originally notified by telephone on February 10th) of the unauthorized acquisition of your personal information on February 5, 2020. On that day, you requested the transaction history of your Dedham Savings account at our Orchard Cove branch. Unfortunately, the printout you requested, which included your name, address and bank account number, was mistakenly handed to another Orchard Cove resident. That resident's daughter called the branch and reported the mistake and indicated that she would shred the document for your safety.

We have no reason to believe your account has been misused, but we are required to notify you of this situation in accordance with Massachusetts General Law, C 93H. We encourage you to consider all options to help protect your privacy and security, and we encourage you to please review the below information about safeguards you can take to protect your personal information.

Filing a Police Report

Under Massachusetts law, you have the right to obtain any police report filed regarding this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

Fraud Alert and Credit Freeze Instructions

Consumers have a right to place fraud alerts or credit freezes on their credit reports free of charge. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. Call any one of the three major credit bureaus. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts. The initial fraud alert stays on your credit report for one year. You can renew it after one year.

A credit freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services.

To place a fraud alerts or credit freeze on your credit report, you may call or visit the following sites:

Equifax

[Equifax.com/personal/credit-report-services](https://www.equifax.com/personal/credit-report-services)

800-685-1111

Experian

Experian.com/help

888-EXPERIAN (888-397-3742)

Transunion

TransUnion.com/credit-help

888-909-8872

Request that all three credit reports be sent to you, free of charge, for your review. Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Thieves may hold stolen information to use at different times. Checking your credit reports periodically can help you spot problems and address them quickly.

If your personal information has been misused, visit the FTC's site at IdentityTheft.gov to get recovery steps and to file an identity theft complaint. Your complaint will be added to the FTC's Consumer Sentinel Network, where it will be accessible to law enforcers for their investigations.

You also may want to consider contacting the major credit bureaus at the telephone numbers above to place a free credit freeze on your credit file. A credit freeze means potential creditors cannot get your credit report. That makes it less likely that an identify thief can open new accounts in your name.

We deeply regret this incident and any concern it may raise or any inconvenience that it may cause you.

If you have any questions on this matter, please contact us at 800-462-1190.

Thank you for banking at Dedham Savings.

Carol S. Lewis, Esq.
Vice President
Privacy Officer