

16655



03/18/2020



IMPORTANT INFORMATION ABOUT YOUR VILLAGE BANK DEBIT MASTERCARD

Dear [REDACTED],

Card Number Ending: [REDACTED]

We have received a security bulletin from MasterCard regarding a potential security breach.

You are receiving this notification because you initiated a debit card transaction with the impacted merchant some time before or during the affected time period. Your Village Bank Debit MasterCard may have been involved.

The Village Bank's computer and debit card networks were not breached at any time and your confidential information on our systems remain safe.

NATURE OF THE SECURITY BREACH OR UNAUTHORIZED USE OR ACCESS

Event Description: Security breach of a merchant's payment card environment
A data security firm has been engaged to conduct an onsite forensic investigation
Electronic Data possibly compromised: Account Number, CVC2, Expiration Date
Start Date: November 9, 2019
End Date: December 5, 2019

Protecting your account against fraudulent activity is a top priority for us!

A high level review of debit card activity against your account has not found any unusual or unauthorized transactions as a result of this suspected breach. All debit card transactions are run through our sophisticated real-time fraud detection system for monitoring.

At this time we do not have any evidence that your personal information was used for fraudulent purposes but if you would like to completely eliminate the risk of fraud we recommend that you contact us to close your card and we will reissue you a new one.

If you wish to order a new debit card or have any questions please contact us at (617) 969-4300 or visit your local branch.

Sincerely,

Kathy Guerrier
Debit Card Administrator
320 Needham Street, Suite 200
Newton, MA 02464
Phone: (617) 969-4300

Member FDIC
Member SIF
Letter: CM007





03/18/2020



IMPORTANT INFORMATION ABOUT YOUR VILLAGE BANK DEBIT MASTERCARD

Dear 

PREVIOUS CARD NUMBER ENDING IN: 

Your previous card has already been closed. This letter is for your information and to ensure you that your current card, if reordered, is active and secure.

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Sincerely,

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Letter: CM008

