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THE FEDERAL SAVINGS BANK



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April XX, 2020

[Name]  
[Street Address]  
[City/State/Zip]

Dear [Name]:

The Federal Savings Bank ("TFSB") values its customers and is committed to protecting your personal information. Unfortunately, we are writing to inform you of an information security incident that occurred at one of TFSB's third-party service providers that could potentially affect you, and to share with you the steps that TFSB is taking to address it. I want to emphasize that this incident did not involve any unauthorized access to TFSB's systems or to any information stored in those systems.

TFSB has learned that one of its third-party service providers (the "Service Provider") experienced a security incident when an unauthorized party gained access to the corporate e-mail accounts of two of the Service Provider's employees by virtue of a phishing scam. After learning of the incident, the Service Provider promptly blocked access to these e-mail accounts. TFSB requested on several occasions that the Service Provider send notifications to potentially affected individuals. After the Service Provider declined to send the notifications, TFSB conducted its own investigation. TFSB then determined that as a result of this incident, this unauthorized party possibly gained access to your personal information, which may have included your payment card information, Social Security number, and/or financial account number.

**Please note that we have no information indicating that your personal information was actually taken or has been misused.** Nevertheless, out of an abundance of caution, TFSB is offering you one year of identity protection services at no cost to you through Experian, one of the three nationwide credit bureaus. Your one-year membership in Experian's IdentityWorks<sup>SM</sup> product provides identity restoration services, fraud detection tools, and other benefits, which include monitoring your credit file at Experian. Starting today, you can call Experian's identity restoration agents to assist you to investigate and resolve any incidents of fraud. You may take advantage of this benefit, at any time, until July 31, 2020, by calling Experian at 1-877-890-9332. No enrollment or activation is necessary. The terms and conditions for identity restoration are located at: [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration).

While identity restoration is immediately available to you, we also encourage you to activate fraud detection tools available through IdentityWorks<sup>SM</sup>. This product provides you with identity detection, credit monitoring, and resolution of identity theft.

If you wish to enroll in IdentityWorks<sup>SM</sup>, you will need to do the following:

1. **Visit** the IdentityWorks<sup>SM</sup> web site: <https://www.experianidworks.com/credit> or call 1-877-890-9332 to enroll and provide Engagement Number **DB19050**.
2. **PROVIDE** your Activation Code: **[Code]**.

Enrollment Deadline: **July 31, 2020** (your Activation Code will not work after this date).

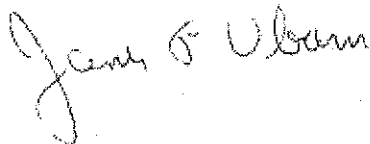
If you have any questions concerning IdentityWorks<sup>SM</sup> or if you prefer to enroll over the phone for delivery of your membership via US mail, please call Experian at 1-877-890-9332. Be prepared to provide Engagement Number DB19050 as proof of eligibility for the identity protection product by Experian.

In addition to the offer of IdentityWorks<sup>SM</sup>, we have included with this letter additional information on steps you can take to protect the security of your personal information. We urge you to review this information carefully.

TFSB takes seriously both the security of your personal information and this incident. We have notified federal banking regulators and will cooperate with any investigation. In addition, the Service Provider has informed us that it has implemented multi-factor authentication to their corporate e-mail accounts, to reduce the risk of a recurrence.

TFSB sincerely apologizes for this incident and regrets any inconvenience it may cause you. Should you have any questions or concerns regarding this incident, please do not hesitate to contact 1-877-788-3520.

Sincerely,

A handwritten signature in dark ink, appearing to read "Javier Ubarri". The signature is fluid and cursive, with the first and last names being clearly legible.

Javier Ubarri  
President  
The Federal Savings Bank

## **Steps To Protect The Security Of Your Personal Information**

By taking the following steps, you can help reduce the risk that your personal information may be misused.

**1. Enroll in IdentityWorks<sup>SM</sup>.** You must personally activate identity monitoring for it to be effective. The notice letter contains instructions and information on how to activate your IdentityWorks<sup>SM</sup> membership. If you need assistance or if you want to enroll by telephone, you should contact Experian directly at 1-877-890-9332. Experian's IdentityWorks<sup>SM</sup> product will provide the following:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.<sup>1</sup>
- **Credit Monitoring:** Actively monitors your credit file at Experian for indicators of fraud.
- **Identity Restoration:** Identity restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks<sup>SM</sup> ExtendCARE:** You will receive the same high level of identity restoration support even after your IdentityWorks<sup>SM</sup> membership has expired.
- **\$1 Million Identity Theft Insurance<sup>2</sup>:** Provides coverage for certain costs and unauthorized electronic fund transfers.

Please direct questions about the IdentityWorks<sup>SM</sup> product to Experian. A credit card is not required for enrollment in IdentityWorks<sup>SM</sup>. Enrollment in IdentityWorks<sup>SM</sup> will not affect your credit score. Self-help tips and information about identity protection, as well as the Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration).

**2. Review your credit reports.** You can receive free credit reports by placing a fraud alert. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three national credit bureaus. To obtain a free annual credit report, go to [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report from one of the three credit bureaus every four months.

**3. Review your account statements.** You should carefully review for suspicious activity the statements that you receive from credit card companies, banks, utilities, and other service providers.

**4. Remain vigilant and respond to suspicious activity.** If you receive an e-mail or mail alert from Experian, contact an IdentityWorks<sup>SM</sup> identity resolution agent toll-free at 1-877-288-8057 or visit [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration) for additional information. You should consider changing your username, passwords, security questions, and security answers to your online accounts. If you notice suspicious activity on an account statement, report it to your credit card company or service provider and consider closing the account. You should also consider reporting such activity to TFSB, your local police department, your state's attorney general, and the Federal Trade Commission.

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<sup>1</sup> Offline members will be eligible to call for additional reports quarterly after enrolling.

<sup>2</sup> Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

**5. You have the right to place a “security freeze” on your credit report.** A security freeze will prohibit a consumer reporting agency from releasing information in your credit file without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, mortgage, or any other account involving the extension of credit.

A security freeze does not apply to a person or entity, or its affiliates, or collection agencies acting on behalf of the person or entity, with which you have an existing account that requests information in your credit report for the purposes of reviewing or collecting the account. Reviewing the account includes activities related to account maintenance, monitoring, credit line increases, and account upgrades and enhancements.

To place a security freeze on your credit file, contact the three nationwide credit bureaus, listed below. You will need to provide appropriate proof of your identity to the credit bureau, which will include your name, address, date of birth, Social Security number, and other personal information. After receiving your freeze request, each credit bureau will provide you with a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

The contact information for all three credit bureaus is as follows:

1. Equifax: P.O. Box 105069, Atlanta, GA 30374; 1-800-525-6285; [www.equifax.com](http://www.equifax.com)
2. Experian: P.O. Box 9554, Allen, TX 75013; 1-888-398.3742; [www.experian.com](http://www.experian.com)
3. TransUnion: P.O. Box 2000, Chester PA 19016; 1-800-680-7289; [www.transunion.com](http://www.transunion.com)

**6. Consider placing a fraud alert with one of the three nationwide credit bureaus.** You can place an initial fraud alert by contacting one of the three nationwide credit bureaus listed above. A fraud alert can make it more difficult for someone to get credit in your name because it tells creditors to follow certain procedures to protect you. It also may delay your ability to obtain credit. You may place a fraud alert in your file by calling just one of the three nationwide credit bureaus listed above. As soon as that bureau processes your fraud alert, it will notify the other two, which then also must place fraud alerts in your file.

An initial fraud alert stays in your file for at least one year. To place this alert, a credit bureau will require you to provide appropriate proof of your identity, which may include your Social Security number. If you are the victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting 7 years.

**7. You have the right to free copies of the information in your file (your “file disclosure”).** An initial fraud alert entitles you to a copy of all the information in your file at each of the three nationwide credit bureaus listed above. These additional disclosures may help you detect signs of fraud, for example, whether fraudulent accounts have been opened in your name or whether someone has reported a change in your address.

**8. Additional Information.** You may obtain information about fraud alerts and security freezes and additional information about steps you can take to avoid identity theft from the following:

Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580; <http://www.ftc.gov/idtheft/>; (877) IDTHEFT (438-4338)