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04/20/2020

IMPORTANT INFORMATION ABOUT YOUR VILLAGE BANK DEBIT MASTERCARD

Dear [REDACTED],

PREVIOUS CARD NUMBER ENDING IN: [REDACTED]

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.

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: March 19, 2020
End Date: March 24, 2020

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.

If you 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

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