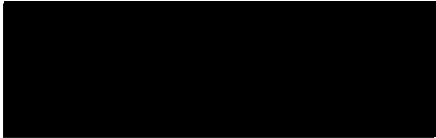




July 16, 2020

17276



Dear [Redacted]:

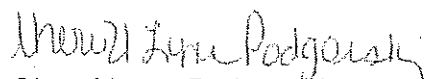
We are writing to inform you of a security incident involving certain personal information of yours at Freedom Credit Union. We are providing you with this notice as a precaution and addressing steps that you and the credit union can and will take to ensure your accounts and financial privacy are protected.

The credit union recently learned of a document containing your account number, name and address that was held and emailed insecurely. We value our relationship with you and sincerely regret any inconvenience or concern this incident may cause. Keeping your personal information secure is of the utmost importance to us, and we took steps to address and contain the incident as soon as it was discovered.

We want to make you aware of steps you can take to guard against identity theft or fraud. We recommend that you review your account statements as soon as possible in order to determine if there are any discrepancies or unusual activity listed. You should remain vigilant and continue to monitor your statements for unusual activity going forward. If you see anything you do not understand or that looks suspicious, or if you suspect that any fraudulent transactions have taken place, you should call us immediately.

We also recommend you carefully check your credit reports for accounts you did not open or for inquiries from creditors you did not initiate. If you see anything you do not understand, contact the credit agency immediately. If you find any suspicious activity on your credit reports, call your local police or sheriff's office. Also, please review the enclosed "Information about Identity Theft Protection" reference guide that describes additional steps you may take to help protect yourself, including recommendations by the Federal Trade Commission regarding identity theft protection, and details on how to place a fraud alert or a security freeze on your credit file.

If you have any questions or need further information regarding this incident, you may contact us at (413) 739-6961. Again, we are sorry for any inconvenience or concern this event may have caused.


Cheryl Lynn Podgorski
Vice President - Operations

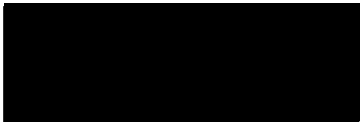


AMERICA'S
CREDIT UNIONS®
Where people are worth more than money.™

Federally insured by NCUA. Shares and Deposits
in excess of NCUA limits are fully insured by MSIC.



July 16, 2020



Dear 

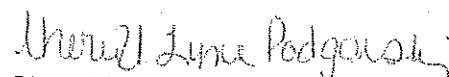
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