

17330

July 22, 2020

Customer Name
Address
Address 2
Town, State, Zip

Dear (First Name):

We are writing to inform you of a clerical error that may have resulted in some of your Personally Identifiable Information (PII) potentially being shared inappropriately with another customer of our bank.

An associate of PeoplesBank sent an encrypted e-mail to one of our customers, at their request, in order to assist the customer in performing a bank transaction. However, the document that was attached to the encrypted email contained a file unrelated to the request, and some of your PII was included in the attachment to the email.

The customer immediately contacted us and informed us of the error, and we requested that they immediately delete the information, which they have informed us was completed as requested. We do not believe that the information was shared or compromised, however we believe that proceeding as if the information was in fact compromised is the most prudent course of action.

Therefore, to be cautious, we want to inform you of this potential inappropriate sharing of PII, explain what we believe happened, and let you know of our approach to addressing the issue.

We are instituting new processes to add additional review layers prior to sending emails of this type. In addition, we invite you to sign up for free credit monitoring at the Bank's expense. If you wish to explore this option, or other additional security measures, please feel free to reach out to Regional Manager Clare Ladue at (413) 493-8788.

We remain committed to ensuring the security and safety of all PII for all customers, and deeply regret that this incident occurred. We take this very seriously and want you to be assured that management is committed to improving our security efforts as a result.

Thank you for being a customer, and please connect with us if we can assist in any way.

Regards,

Aleda De Maria
Senior Vice President
Retail and Operations