

18173



Return Mail Processing Center
PO Box 6336
Portland, OR 97228-6336



<<Date>>

Dear [Redacted],

Sonora Bank is committed to the privacy and confidentiality of its customers, and takes protecting personal information entrusted to us seriously, which is why we are writing to advise you of a recent incident that may have involved some of your personal information. We have no reason to believe that your personal information has been misused for the purpose of committing fraud or identity theft or that any of your personal information was actually viewed or acquired by any unauthorized party. Nonetheless, we are writing to advise you about the incident and to provide you with guidance on what you can do to protect yourself, should you feel it is appropriate to do so.

We recently learned that, between June 1, 2020 and August 10, 2020, an unauthorized third party gained access to a Sonora Bank employee's email account that contained some of your personal information. Upon learning of the incident, we promptly contained the incident by securing the email account to prevent further access. We also engaged a forensic security firm to investigate and confirm the security of our email and computer systems. On September 25, 2020, we confirmed that the account contained personal information that included your [Redacted]

At this point, we do not know for certain if any personal information was ever viewed by the unauthorized party, and are not aware of any instances of fraud or identity theft as a result of this incident. However, out of an abundance of caution we are notifying you of the incident nonetheless.

Although we feel the incident does not create a danger of identity theft or fraud, we want to make sure you can get more information about these issues. The FTC is a good resource and can be reached at www.ftc.gov/idtheft or by calling 1-877-ID-THEFT (1-877-438-4338). You may also mail them at Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580. You can also contact the national credit reporting agencies at:

Equifax
1-866-349-5191
www.equifax.com
P.O. Box 740241
Atlanta, GA 30374

Experian
1-888-397-3742
www.experian.com
P.O. Box 2002
Allen, TX 75013

TransUnion
1-800-888-4213
www.transunion.com
P.O. Box 2000
Chester, PA 19016

We value the trust you place in us to protect your privacy, take our responsibility to safeguard your personal information seriously, and apologize for any inconvenience or concern this incident might cause. For further information and assistance, please call 855-914-4706 from 8:00 AM CT - 8:00 PM CT, Monday through Friday, except holidays.

Sincerely,

