

18450

December 22, 2020

Re: Account Number Ending in

Dear:

This letter is to update you regarding your recent debit card dispute claim.

We have credited the above account for the following disputed transaction.

\$12.16 FREEPIK + FLATI FREEPIK + FLATICON 34913396655 ES 12/14 (FIS)

Please note that the above credit posted to your account on December 22, 2020 is final and the investigation for those transactions are complete.

The merchant has credited your account for the transaction below, therefore the claim for these transactions is now resolved.

\$8.99 NETFLIX.COM CA 12/15 (FIS) Merchant Credit on 12/18/2020

As of today's, date the following disputed transactions has not posted to your account:

\$29.95 WWW.ZOOSK.COM 888-939-8675 CA 12/14 (FIS)

This letter also advises you that the investigation is now complete for the above transaction. If the transaction posts to your account, please contact the bank to reopen the dispute.

We regret any inconvenience this matter may have caused you. If you have any questions or need additional information, please contact me at (508) 820-4000. If it is more convenient, our facsimile number is (508) 655-1183.

Sincerely,

Donna M. Sahely,
Senior Operations Specialist

IMPORTANT NOTICE ABOUT YOUR PERSONAL INFORMATION

Recently, on your request, the MutualOne Bank investigated one transaction that was charged to your account and two transactions one merchant credited your account and other transaction did not post to your account via your debit card (as detailed in our letter of December 22, 2020). You have confirmed that the transactions were illegitimate, and it does appear that the transactions were fraudulent as the card has not left your possession. We have credited your account as is detailed in the same letter and wish to inform you of what we are doing to protect you and what you can do to protect yourself.

Due to the fraudulent activity associated with this incident, in order to safeguard your data, a replacement debit card with a new card number has been made for you at the branch at no cost. You should have destroyed the old card upon receipt.

We recommend that you consider the following actions in order to further protect yourself:

1. You should be mindful for the next 12 to 24 months in reviewing your account statements and notify us of any suspicious activity.

2. You may contact the fraud departments of the three major credit reporting agencies to discuss your options. You should review your credit report and may obtain your report by contacting any of the credit reporting agencies listed below. You may also receive a free annual credit report at www.annualcreditreport.com. You have the right to place a free 90-day fraud alert on your credit file. A fraud alert lets creditors know to contact you before opening new accounts. It also may delay your ability to obtain credit. To place a fraud alert on your credit report contact the three credit reporting agencies below.

Experian
(888) 397-3742
P.O. Box 9532
Allen, TX 75013
www.experian.com

Equifax
(877) 478-7625
P.O. Box 740241
Atlanta, GA 30374-0241
www.equifax.com

TransUnion
(800) 680-7289
P.O. Box 6790
Fullerton, CA 92834-6790
www.transunion.com

3. You may wish to learn more about identity theft. The Federal Trade Commission has on-line guidance about the steps that consumers can take to protect themselves against identity theft. You can call 1-877-ID-THEFT (1-877-438-4338) or visit the Federal Trade Commission's website at www.ftc.gov, or www.consumer.gov/idtheft to obtain additional information. We also encourage you to report suspected identify theft to the Federal Trade Commission.

4. Under Massachusetts law you have a right to place a security freeze on your consumer credit report. The security freeze will prohibit a consumer reporting agency from releasing any information in your consumer report without your express authorization. A security freeze may be requested by sending a request by certified mail, overnight mail or regular stamped mail to a consumer reporting agency. The security freeze is designed to prevent credit, loans or services from being approved in your name without your consent. You should be aware that using a security freeze may delay, interfere with, or prevent the timely approval of any subsequent credit request or application you make regarding new loans.

5. In order to request a security freeze, you will need to provide the following information:

- A. Your full name (including middle initial as well as Jr., Sr., II, III, etc.); Social Security number and date of birth;

- B. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
- C. Proof of current address, such as a current utility bill or telephone bill;
- D. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.)
- E. If you are a victim of identity theft, include a copy of the police report, investigative report, or complaint to a law enforcement agency concerning the identity theft;

The credit reporting agencies have 3 business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within 5 business days and provide you with a unique personal identification number (PIN) or password, or both, that can be used by you to authorize the removal or lifting of the security freeze. A consumer reporting agency must allow a consumer to place, lift, or remove a security freeze "free of charge" from a consumer report.

6. If you discover suspicious activity on your credit report, your accounts or by any other means, you may wish to file a police report. You have a right to obtain a copy of any police report you file.

We will continue to monitor the effects of the data breach and want to ensure that you are aware of the resources available to you. Please do not hesitate to call us at (508) 820-4000 so that we may continue to assist you or if you have any questions.