

18026

Florence Bank®

February 4, 2021



Dear [REDACTED],

We have become aware of an incident whereby your 1040 Tax Document which contained you, your wife and your children's social security numbers may have been inadvertently viewed by another customer of Florence Bank. We apologize for the error and take matters of information security very seriously. Although we have no evidence that your information was compromised, we would like to reimburse you for 18 months of credit monitoring of your choice. Please send the invoice to my attention. In addition, here are some additional steps you can take to further protect yourself:

- Carefully review your account statements to verify your transactions and if any activity looks suspicious, notify the bank immediately to report suspected identify theft.
- The Fair Credit Reporting Act, under certain circumstances, lets you place a fraud alert on your consumer credit report to notify creditor's that you may be a victim of fraud. Refer to the list of credit reporting agencies listed below.
- You can periodically obtain credit reports from each nationwide credit reporting agency and have information relating to fraudulent transactions deleted. Refer to the list of credit reporting agencies listed below.
- You may also use this letter to obtain a free credit report from the reporting agencies.
- Visit the Federal Trade Commission's (FTC) web site or call the toll-free number to obtain identity theft guidance and to report suspected incidents of identity theft.
<http://www.consumer.gov/idtheft> or 1-877-IDTHEFT

Equifax 11601 Roosevelt Blvd. St. Petersburg, FL 33716-2202 1-800-525-6285 www.equifax.com	Experian P.O. Box 1017 Allen, TX 75013 1-888-397-3742 www.experian.com	TransUnion P.O. Box 390 Springfield, PA 19604 1-800-916-8800 www.tuc.com
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Please do not hesitate to contact us at 413-586-1300 for assistance and information related to this incident.

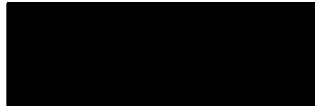
Sincerely,

Barbara-Jean Deloria
Senior Vice President / Chief Credit Risk Officer

Member FDIC/ Member DIF

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