

# 2024-298



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OFFICE OF CONSUMER AFFAIRS

MutualOne.com  
508.820.4000  
PO Box 9006  
Framingham MA 01701

Offices in Framingham  
and Natick

February 7, 2024

Office of Consumer Affairs and Business Regulation  
501 Boylston Street, Suite 5100  
Boston, MA 02116

Dear Sirs:

Pursuant to M.G.L. c. 93H, we are writing to notify you of a possible data compromise affecting 1 Massachusetts resident. MutualOne Bank was notified of this by our customer on February 6, 2024.

As the notifying entity, MutualOne Bank maintains a written Information Security Program for the protection of personal information of residents of Massachusetts.

The incident(s) occurred on the following dates in 2024: 1/2, 1/5, 1/10 & 2/5. The customer reported eight transactions that were charged to their account via debit card. The information compromised was limited to the data contained on the card in electronic format.

The personal information of 1 Massachusetts resident was affected. Since we are unaware of how this happened, we are not sure if other personal information has been obtained. The customer, upon reviewing transactions on their account, made the notification to the Bank.

Since fraudulent activity was attributed to this event, the customer has received a replacement debit card and the compromised card has been deactivated. No other law enforcement agencies have been notified and credit monitoring services have not been offered to the consumers.

Similar notification is being mailed to the Office of the Attorney General. In the event further information is required, you may contact me at 508-820-4000.

Respectfully,

A handwritten signature in cursive script that reads "Carmela Canal".

Carmela M Canal  
First Vice President of Deposit Operations