

# 2024-725



March 10, 2024

Name  
Address  
City State Zip

Dear <Customer>,

We have received notice that your debit card ending in ##### may have been involved in a compromise. The timeframe of the compromise is reported to be between 03/01/2022 and 02/29/2024. The breach involved the payment environment of a service provider, CommerceV3, which is used by multiple merchants. In addition to the card number, the compromise may have included your name and address.

To ensure the security of your account, we have issued a new card to you which is enclosed with this letter. Please activate and set a PIN for your new card using the instructions included as soon as possible. **Your old card will be deactivated on April 22<sup>nd</sup>, 2024.**

Please note that CommerceV3 is not one of our service providers, but state law requires that we notify you that your information may have been compromised.

Please review recent activity on your account(s) to ensure that you recognize the transactions. If you detect unauthorized activity, please notify us immediately.

Protecting our customer's accounts is our highest priority. In addition to using advanced fraud detection techniques, we offer several methods that you can use to monitor and control your account activity:

- If you are a mobile banking user, there is an option for Cards in the mobile banking app. This option provides you with the ability to turn your card on or off as you wish and set transaction limits or restrictions.
- Notifi transaction alerts are available through online and mobile banking. Once you enroll, you can set alerts for a variety of conditions occurring on your account(s) – deposits, withdrawals, transaction thresholds and more. Alerts can be received via email, SMS, push notification (mobile), or any combination thereof.

Thank you for choosing Wrentham Cooperative Bank. We appreciate your business. Please feel free to contact me with any questions or if I can be of assistance.

Sincerely,

Corin Green | Assistant Branch Manager  
508-384-4098

[cgreen@wrenthamcoop.com](mailto:cgreen@wrenthamcoop.com)