

22112

Date

Customer Name  
Street Number  
City, State, Zip Code

Dear (First Name),

We are writing to notify you that on 7/6/2021, a Rockland Trust employee forwarded meeting information to their personal email address for the sole purposes of an internal discussion, which inadvertently had some of your personal information included in it. Your personal information included your name, account number, card number, and Social Security number. Despite this incident, the email was delivered securely and it was encrypted, which protects the content from being read by entities other than the intended recipients. Given these security measures, we are confident there was no further disclosure of your information.

We truly apologize for any inconvenience or worry this issue may cause you. We have addressed this with our staff and have reiterated the importance of properly handling and safeguarding customer information and following established procedures.

Given this circumstance, while we confidently believe there is low risk to your information being disclosed to a third party, we have enclosed information in the attached document that outlines actions you can take to monitor and protect your information. Such an example includes placing a freeze on your credit report. Additionally, to help prevent the possible misuse of your personal information we are offering free credit monitoring service for up to 18 months. If interested, you may enroll in the service and bring proof of payment to your local branch or your IMG Relationship Manager, and we will reimburse you for up to 18 months of service.

Monitoring your accounts is always a good practice and we encourage each of our customers to do so. You can review your account activity using online banking, mobile banking, telephone banking, or your account statements. We also offer the ability to set up alerts through online banking that help advise you of activity on your account. If you suspect any additional fraud incidents or suspect identity theft please report these promptly back to Rockland Trust.

Your relationship is important to us. If you have any questions or would like to discuss this matter further, please contact your Relationship Manager or our Customer Information Center at 508.732.7072. Our associates are available from 7:00 a.m. to 8:00 p.m. Monday through Friday, 8:00 a.m. to 5:00 p.m. Saturday, and 11:00 a.m. to 3:00 p.m. Sunday.

Thank you for banking with Rockland Trust.

Sincerely,

David Smith



## Monitoring and Protection Your Personal Information

If at any time you experience an incident of identity theft we encourage you to report it to the Federal Trade Commission (FTC). The FTC provides guidance regarding steps you can take to protect against identity theft. To learn more or to take these steps, please call 1-877-IDTHEFT (1-877-438-4338) or visit [consumer.gov/idtheft](http://consumer.gov/idtheft).

In general, it is a good practice to request a copy of your credit report annually. To order your free annual credit report from a national consumer reporting company, visit [annualcreditreport.com](http://annualcreditreport.com), call toll-free 877.322.8228, or complete the Annual Credit Report Request Form and mail it to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

You may also place a security freeze on your credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. Under federal law, you cannot be charged to place, lift, or remove a security freeze.

You must place your request for a freeze with each of the three major consumer reporting agencies: Equifax ([www.equifax.com](http://www.equifax.com)); Experian ([www.experian.com](http://www.experian.com)); and TransUnion ([www.transunion.com](http://www.transunion.com)).

To place a security freeze on your credit report, you must send a written request to **each** of the three major consumer reporting agencies: Equifax ([www.equifax.com](http://www.equifax.com)), Experian ([www.experian.com](http://www.experian.com)), and Trans Union ([www.transunion.com](http://www.transunion.com)) by regular, certified or overnight mail at the addresses below:

Equifax Security Freeze  
P.O. Box 105788  
Atlanta, GA 30348

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013

Trans Union Security Freeze  
Fraud Victim Assistance Department  
P.O. Box 2000  
Chester, PA 19022

In order to request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. Social Security Card, pay stub, or W2;
8. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

The credit reporting agencies have one (1) to three (3) business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. The credit bureaus must also send written confirmation to you within five (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. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (including name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze, as well as the identities of those entities or individuals you would like to receive your credit report. You may also temporarily lift a security freeze for a specified period of time rather than for a specific entity or individual, using the same contact information above. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for request made by mail) after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for requests made by mail) after receiving your request to remove the security freeze.