

PO BOX 306
2 CENTER STREET
ADAMS, MA 01220
413.743.0001



Additional 22113

Notice Date : 10/28/2021

Customer Name
Customer Address
City, State, Zip

COMPROMISED DEBIT CARD NOTICE

Re: Debit Card Ending in XXXX

This notice is to inform you of a notification we received of a compromise that has taken place with your card referenced above. Compromise Alerts are communicated to financial institutions and indicate there has been a security breach at a location where you transacted business.

Due to the increased potential for fraud, it is in the best interest of our customers to reissue these cards. You will receive a new chip enabled debit card within the next 14 days. It is important that you activate your new card and set up the PIN number via the phone number on the card sticker as soon as you receive it to avoid any disruption.

Please be aware that effective November 11, 2021 you will no longer be able to use the card you currently have in your possession ending in the last four digits listed above. For security reasons, if you would like us to deactivate this card sooner, please call a customer service representative at 413.743.0001 or visit any one of our seven locations. Please contact all merchants that you have recurring payments with and update your new debit card number to insure that your payments are not interrupted. Please destroy the card referenced above immediately upon receipt of your replacement card to avoid confusion going forward.

Until your new card is received, we ask you to please review your account activity online and report any suspicious activity immediately if discovered.

In accordance with a new Massachusetts requirement, we are required to provide you with the attached additional information regarding consumer rights with regards to Identity Theft whenever a security breach occurs. By reissuing this card, risks are mitigated but we wish to make you aware of these measures. Please don't hesitate to call if you have any questions or concerns.

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 (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 reporting agencies have between one (1) hour (for requests made online) and three (3) business days (for requests made by mail) after receiving your request to lift the security freeze for the identified entities or for the specified period of time.

To remove the security freeze, you must make a request to each of the three 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 reporting agencies 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.

Please visit the "Security Center" page on our website at <https://www.adamscommunity.com/acb-university/security-center/> for information on protecting your identity.