

First National Bank  
3015 Glimcher Blvd  
Hermitage, PA 16148

Date

<<Address Line 1>>  
<<Address Line 2>>  
<<Address Line 3>>  
<<Address Line 4>>  
<<City>><<State>><<Zip>>

**Re: Notice of Data Incident**

Dear <<Address Line 1>>:

I am writing to notify you of an incident that occurred at a third-party vendor that may affect the privacy of some of your personal information. First National Bank of Pennsylvania (FNB) takes the protection of your information very seriously, and although we have no evidence of identity theft or fraud as a result of this incident, this letter provides details of the incident, the response and resources available to you to help protect your personal information from possible misuse, should you feel it is appropriate to do so.

**What Happened?** On or about October 24, 2022, FNB became aware of an issue that occurred at our outside vendor who provides print and mail services to FNB. Certain printed monthly bank statements ending September 30 and October 6, 2022, were not properly aligned during the printing process. As a result, some statements may have inadvertently included the name and account number of the next printed statement. Once this issue was discovered, steps were taken immediately to rectify it.

**What Information Was Involved?** Our investigation determined that your name and account number may have been inadvertently included at the bottom of another customer's monthly bank statement for statements ending September 30 or October 6, 2022. At this time, we are unaware of any identity theft or fraud as a result of this incident.

**What We Are Doing.** Information privacy and security are among our highest priorities. Upon discovering this incident, we immediately worked with our vendor to assess the functionality of their systems, mitigate the impact and enhance their quality control processes to avoid any similar issues going forward.

**What You Can Do.** We encourage you always to remain vigilant against incidents of identity theft and fraud, and recommend you review your account statements, monitor your credit reports for suspicious activity and detect errors for the next 12 to 24 months. If you suspect fraud in your accounts, please report such activity to FNB immediately by calling (800) 555-5455. Please also review the information contained in the enclosed *Steps You Can Take to Protect Your Information*.

Additionally, we are offering you access to 12 months of credit monitoring and identity theft protection services through Experian IdentityWorks at no cost to you. If you wish to activate these services, you may follow the instructions in the enclosure. Although we are unaware of any identity theft or fraud as a result of this incident, we encourage you to enroll in these services as an added precaution if you feel it is appropriate to do so.

**For More Information.** We understand that you may have questions about this matter that are not addressed in this letter. If so, please contact our toll-free assistance line at (800) 555-5455, 8:00 AM to 9:00 PM ET, Monday through Friday or 8:00 AM through 5:00 PM ET, Saturday and Sunday. You may also write to FNB at 3015 Glimcher Boulevard, Hermitage, PA 16148, Attn: Legal Department.

Sincerely,

Scot A. Pflug  
Chief Information Security Officer  
First National Bank

## STEPS YOU CAN TAKE TO PROTECT YOUR INFORMATION

### **Enroll in Credit Monitoring**

As a safeguard, we have arranged for you to enroll, at our expense and at no cost to you, in credit monitoring and identity theft protection services for 12 months provided by Experian IdentityWorks.

If you wish to take advantage of this monitoring service, you must enroll by **XX/XX/XXXX**.

**How to Enroll:** To activate this coverage please visit the website listed below and enter the activation code. The activation code is required for enrollment and can only be used one time by the individual addressed.

Web Site: **XXXXXXXXXXXX**  
Activation Code: **XXXXXXXXXXXX**

If you have any questions or would like to enroll by phone, you may call (877) 890-9332.

In order to enroll, you will need to provide the following personal information:

- Mailing Address
- Phone Number
- Social Security Number
- Date of Birth
- E-mail Address
- Activation Code

This service is complimentary; no method of payment will be collected during enrollment and there is no need to cancel. We encourage you to enroll today should you feel the need to do so.

### **Monitor Accounts**

Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. We recommend periodically obtaining credit reports from each nationwide credit reporting agency and having information relating to fraudulent transactions deleted. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit bureaus listed on this page to request a free copy of your credit report.

You have the right to place a “security freeze” on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit mortgage or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies using the following information:

#### **Experian**

P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com/freeze/center.html](http://www.experian.com/freeze/center.html)

#### **TransUnion**

P.O. Box 160  
Woodlyn, PA 19094  
1-888-909-8872  
[www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze)

#### **Equifax**

P.O. Box 105788  
Atlanta, GA 30348  
1-888-298-0045  
[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)

In order to request a security freeze, you will need to provide the following information:

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

As an alternative to a security freeze, you have the right to place an initial or extended "fraud alert" on your file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the major consumer reporting agencies using the following information:

**Experian**

P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com/fraud/center.html](http://www.experian.com/fraud/center.html)

**TransUnion**

P.O. Box 2000  
Chester, PA 19016  
1-800-916-8800  
[www.transunion.com/fraud-alerts](http://www.transunion.com/fraud-alerts)

**Equifax**

P.O. Box 105069  
Atlanta, GA 30348  
1-800-525-6285  
[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)

You can further educate yourself regarding identity theft prevention, fraud alerts, security freezes and the steps you can take to protect yourself by contacting the consumer reporting agencies, the Federal Trade Commission or your state Attorney General.

The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information about how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported and your state Attorney General. This notice has not been delayed by law enforcement.

**For District of Columbia residents**, the Attorney General for the District of Columbia may be contacted at 400 6th Street NW, Washington, D.C. 20001; (202) 727-3400; and <https://oag.dc.gov>.

**For Maryland residents**, the Attorney General can be contacted at 200 St. Paul Place, Baltimore, MD 21202, (410) 576-6300; 1-888-743-0023; or [www.oag.state.md.us](http://www.oag.state.md.us).

**For New York residents**, the Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>.

**For North Carolina residents**, the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-566-7226 or (919) 716-6000; or [www.ncdoj.gov](http://www.ncdoj.gov). You can obtain information from the Attorney General or the Federal Trade Commission about preventing identity theft.