

February 22, 2023

Re: Data Security Breach

Dear:

The Bank received notification from the MasterCard Fraud Management department on February 22, 2023. They have been evaluating a security breach of a **U.S. Merchants Network** during the period from November 1, 2021 to May 11, 2022. While the security breach did not occur at MutualOne Bank, the notification from the MasterCard Fraud Management department indicates that your debit card number may have been exposed to possible compromise as a result.

At MutualOne Bank, we are committed to protecting our customers' information and accounts. With that in mind, a replacement debit card with a new card number has been ordered for you at no cost and you should receive it within the next 14 days. **Please note: To activate your new card please call 800-992-3808 and set your new Personal Identification Number (PIN).**

When you receive your replacement card in the mail, please destroy your old card immediately. To further ensure your security, the old card will be deactivated as of March 10, 2023. It is important to note that if you have automatic deductions on your current card, you should be sure to notify the vendors or merchants of your new card number.

For additional information on protecting yourself from identity theft, visit our web site at [www.mutualone.com](http://www.mutualone.com). Please contact Client Services, with any questions regarding your account at (508)820-4000. I apologize for any inconvenience but believe this will best protect you against potential fraud.

Sincerely,



Carmela Canal  
First Vice President of Deposit Operations