

**From:** [noreply@formstack.com](mailto:noreply@formstack.com)  
**To:** [Breaches, Data \(SCA\)](#)  
**Subject:** Security Breach Notifications  
**Date:** Thursday, April 27, 2023 12:24:05 PM

**CAUTION:** This email originated from a sender outside of the Commonwealth of Massachusetts mail system. Do not click on links or open attachments unless you recognize the sender and know the content is safe.



## Formstack Submission For: **Security Breach Notifications** - **With Addresses**

Submitted at 04/27/23 12:23 PM

<b>Business Name:</b>	The Village Bank
<b>Is this a follow-up to a previous notification received by our office?:</b>	No
<b>Is the business located in the United States?:</b>	Yes
<b>Business Address:</b>	320 Needham St Suite 200 Newton, MA 02464
<b>Foreign Business Address:</b>	
<b>Reporting Company Type:</b>	Banks & Credit Unions
<b>Reporting on behalf of another company?:</b>	Yes
<b>Your Name:</b>	Alyssa Coutu
<b>Title:</b>	Deposit Operations Specialist
	320 Needham St Suite

<b>Contact Address:</b>	200 Newton, MA 02464
<b>Contact Address:</b>	
<b>Telephone Number:</b>	(617) 340-1293
<b>Extension:</b>	
<b>Email Address:</b>	acoutu@village- bank.com
<b>Relationship to Org:</b>	Current employee
<b>Breach start date:</b>	Sep 01, 2019
<b>Breach end date:</b>	Jun 09, 2022
<b>Date Breach was Discovered:</b>	04/26/2023
<b>Person responsible for data breach.:</b>	Current Employee
<b>Breach Type:</b>	Both
<b>Number of Massachusetts Residents Affected:</b>	1
<b>Please give a detailed explanation of how the data breach occurred.:</b>	Security breach of a merchant's payment card environment
<b>Please select the type of personal information that was included in the breached data.:</b>	Credit/Debit Card Number = Selection(s)
<b>Please check ALL of the boxes that apply to your breach.:</b>	The breach occurred at the location of a third party service provider. = Selection(s)
<b>For breaches involving paper: A lock or security mechanism was used to physically protect the data.:</b>	N/A
<b>Physical access to systems containing</b>	

<b>personal information was restricted to authorized personnel only.:</b>	N/A
<b>Network configuration of breached system:</b>	N/A
<b>For breaches involving electronic systems, complete the following:</b>	N/A = Selection(s)
<b>Does your business maintain a Written Information Security Program (WISP)?:</b>	Yes
<b>All Massachusetts residents affected by the breach have been notified of the breach.:</b>	No
<b>Method(s) used to notify Massachusetts residents affected by the breach (check all that apply)::</b>	Option5   Other
<b>Please explain your answer of Other Above:</b>	The Massachusetts resident affected by this breach is deceased.
<b>Date notices were first sent to Massachusetts residents (MM/DD/YYYY):</b>	04/27/2023
<b>All Massachusetts residents affected by the breach have been offered complimentary credit monitoring services.:</b>	No
<b>If the breach of security includes a Social Security number, Massachusetts law requires your credit monitoring comply with Section 3A of Chapter 93H:</b>	Our breach did not include a Social Security number
<b>Law enforcement has been notified of this data breach.:</b>	No
<b>Please describe how your company responded to the breach. Include what changes were made or may be made to prevent another similar breach from occurring, including updating your</b>	The Massachusetts resident affected by this breach is deceased so no action was taken as their card and accounts are

<b>WISP.:</b>	already closed.
<b>Yes / No:</b>	Yes
<b>File 1 Upload:</b>	<a href="#">View File</a>
<b>File 2 Upload:</b>	
<b>File 3 Upload:</b>	
<b>File - 4 Upload:</b>	

Copyright © 2023 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038



Attorney General Maura Healy  
Office of the Attorney General  
One Ashburton Place  
Boston, MA 02108

Date: 04-27-2023

Office of Consumer Affairs and Business Regulation  
501 Boylston St. Suite 5100  
Boston, MA 02116

Dear Attorney General & Director:

Pursuant to M.G.L. c. 93H, we are writing to notify you of a breach of security/an unauthorized access or use of personal information involving Massachusetts residents.

#### **NATURE OF THE SECURITY BREACH OR UNAUTHORIZED USE OR ACCESS**

**MasterCard Notification Received:** 04-26-2023

**Event Description:** Security breach of a merchant's payment card environment

**Source of Compromise:** System breach

**Affected Time Period:** September 01, 2019 through June 09, 2022

**Electronic Data possibly compromised:** Cardholder name, Account number, Expiration date, and CVC2

#### **NUMBER OF MASSACHUSETTS RESIDENTS AFFECTED**

**Total: 1**

All affected residents were promptly notified via a written notice that was delivered by the US Postal Service.

#### **STEPS YOU HAVE TAKEN OR PLAN TO TAKE RELATING TO THE INCIDENT**

All impacted cards have been flagged as "compromised" which escalates the review of transactions by our fraud detection system. Transactions associated with these flagged cards have a greater chance of being sent through our online real-time monitoring to risk-score the transactions before they are approved.

The notifications sent to all affected residents recommends that they contact us to reissue them a new card. We will only close and reissue a card without hearing from them if the suspected card has experienced fraud or attempted fraud.

At this time we do not have any evidence that the personal information was used for fraudulent purposes and have not reported the incident to law enforcement.

#### **OTHER NOTIFICATION AND CONTACT INFORMATION**

Please contact me if you have any questions or if you require any additional information.

Sincerely,  
The Village Bank *Operations Department*  
320 Needham Street, Suite 200  
Newton, MA 02464  
Phone: (617) 969-4300