

Eric M. Jackson
SVP – Head of Residential Lending
Everett Bank
419 Broadway
Everett, MA 02149
July 19, 2023

Dear |

Subject: Important Notice Regarding Your Mortgage Application

I hope this letter finds you well. I am writing to address a concerning incident that occurred recently in relation to your mortgage application with Everett Bank. We deeply apologize for any inconvenience this may have caused you and assure you that we are taking immediate steps to rectify the situation.

Regrettably, we discovered that due to a clerical error, some of your mortgage documents were inadvertently sent to another borrower on June 27, 2023. We understand the gravity of this error and want to assure you that we are committed to safeguarding your sensitive information and maintaining the highest standards of data security.

Upon discovering the incident, we took immediate action to resolve the situation and retrieve the documents sent in error. We can confirm that the recipient of the documents has complied with our request to securely return them, ensuring that your information remains protected.

As an additional precautionary measure, we are offering you a complimentary credit monitoring service through TransUnion for a period of 18 months. This service will help you stay informed about any changes in your credit profile and provide early detection of potential issues related to your credit report.

To sign up for the credit monitoring service, please follow these steps:

- Visit IdentityForce's website at secure.identityforce.com. (This is a TransUnion Brand)
- Click on the "Enroll Now" link below the log in section
- Select "Start Protection" under the UltraSecure+Credit (Family)

You'll notice, accompanying this letter is a check for \$646.20 which will cover your costs for a period of 18 months. Should you encounter any difficulties while signing up or have any questions related to the credit monitoring service, please let your Loan Officer, Charles Braid know and we will be happy to assist.

Once again, we sincerely apologize for this unfortunate incident and any distress it may have caused. Rest assured that we are conducting a thorough review of our internal processes to prevent such errors from occurring in the future.



Your trust is of utmost importance to us, and we are committed to providing you with the highest level of service and security. If you have any concerns or need further assistance, please feel free to reach out to our team.

Thank you for your understanding and cooperation in this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Eric M. Jackson".

Eric M. Jackson
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Everett Bank
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