

30166

July 26, 2023

[First name Last name]

[Address 1]

[Address 2]

[City, State, Zip]

Notice of Data Security Incident: Important Information! **For your protection, we froze your account.**

Dear [First name Last name]:

We are writing today with important information about a data security incident we learned about that may impact you. Please read on for the details of the event, how you may be impacted, and next steps you can take to protect yourself in the future.

#### **Details of the Event**

Progress Software Corporation, developer of a file exchange software application called MOVEit, notified one of our trusted third-party vendors that their application had a vulnerability that might impact how files were being exchanged using their app. Our vendor took precautionary steps in hiring forensic technology experts to determine whether any of the files exchanged with their clients were impacted.

***On Monday, July 17, 2023, we learned that (1) member file with our vendor had been affected.***

#### **Member Impact**

A small number of our members and their personal information were affected by the data security incident. Your name, account number(s), social security number, and telephone number(s) were included in the file transfer between Mass Bay Credit Union and its vendor via MOVEit.

***We have received assurances from our vendor that they have applied the patches provided by Progress Software Corporation and that this incident was isolated to this single event.***

#### **Our Next Steps:**

Because your accounts have been inactive, we have frozen them to prevent any transactions from occurring. If you plan to re-activate your deposit accounts, please contact us and we will re-issue any accounts you have with us and provide you with new account numbers for added safety.

**What You Can Do:**

We always encourage our members to check their account activity often, change passwords regularly, and employ multi-factor authentication on any of their online accounts, financial or otherwise.

To assist you as you track your personal information, you are eligible to receive a complimentary 2-year membership with Experian to keep track of your credit.

**To activate your FREE credit monitoring membership with Experian, please go to: <https://www.experianidworks.com/3bcredit>. Use the following unique activation code [insert code] to get started. You will also need Engagement # B099958. This offer will be valid until October 31, 2023. Any questions regarding this FREE membership may be directed to 877-890-9332.**

We suggest you also take a few minutes to create a personal plan for yourself to keep your accounts, important information, and other data safe. Even the best intentions and secure applications should have a back-up plan and we recommend you get started by placing a hold on your credit with the 3 main credit bureaus:

Experian: 888-397-3742

TransUnion: 888-909-8872

Equifax: 800-349-9960

**Additional Information**

Your membership is important to us and that's why we put our team into action to ensure this isolated data security incident is being swiftly addressed.

***Would you like to speak with us? Please call me at 617-269-2700 X3111.***

Thank you for being a member of Mass Bay Credit Union.

Sincerely,

Kelli Cullen  
Chief Operating Officer

July 26, 2023

[First name Last name]

[Address 1]

[Address 2]

[City, State, Zip]

Notice of Data Security Incident: Important Information! **For your protection, you will receive new account number(s).**

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***We have received assurances from our vendor that they have applied the patches provided by Progress Software Corporation and that this incident was isolated to this single event.***

### **Our Next Steps:**

Watch for more details in a separate mailing as we review your account(s) and re-issue new account numbers.

**What You Can Do:**

We always encourage our members to check their account activity often, change passwords regularly, and employ multi-factor authentication on any of their online accounts, financial or otherwise.

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