



08/07/2023



## IMPORTANT INFORMATION ABOUT YOUR VILLAGE BANK DEBIT MASTERCARD

Dear XXXX,

Card Number Ending: XXXX

We have received a security bulletin from MasterCard regarding a potential security breach.

You are receiving this notification because you initiated a debit card transaction with the impacted merchant some time before or during the affected time frame. Your Village Bank Debit MasterCard may have been involved.

The Village Bank's computer and debit card networks were not breached at any time and your confidential information on our systems remain safe.

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

**Event Description:** Security breach of the service provider CommerceV3 payment card environment resulting in the impact to multiple merchants.

**Electronic Data possibly compromised:** Account Number, Expiration Date, CVC2, Cardholder Name and Address

**At-Risk Time Frame:** November 24<sup>th</sup>, 2021 through December 14<sup>th</sup>, 2022

### Protecting your account against fraudulent activity is a top priority for us!

A high-level review of debit card activity against your account has not found any unusual or unauthorized transactions as a result of this suspected breach. All debit card transactions are run through our sophisticated real-time fraud detection system for monitoring.

At this time, we do not have any evidence that your personal information was used for fraudulent purposes but if you would like to completely eliminate the risk of fraud, we recommend that you contact us to close your card and we will reissue you a new one.

***If you wish to order a new debit card or have any questions, please contact us at (617) 969-4300 or visit your local branch.***

Sincerely,

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



320 Needham Street • Suite 200 • Newton, MA 02464  
(617) 527-6090 • village-bank.com





November 20, 2023



## IMPORTANT INFORMATION ABOUT YOUR VILLAGE BANK DEBIT MASTERCARD

Dear XXXX,

PREVIOUS CARD NUMBER ENDING IN: XXXX

**Your previous card has already been closed. This letter is for your information and to ensure you that your current card, if reordered, is active and secure.**

We have received a security bulletin from MasterCard regarding a potential security breach.

You are receiving this notification because you initiated a debit card transaction with the impacted merchant some time before or during the affected time frame. Your Village Bank Debit MasterCard may have been involved.

The Village Bank's computer and debit card networks were not breached at any time and your confidential information on our systems remain safe.

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

**Event Description:** Security breach of the service provider CommerceV3 payment card environment resulting in the impact to multiple merchants.

**Electronic Data possibly compromised:** Cardholder Name and Address, Account number, Expiration Date and CVC2.

**At-Risk Time Frame:** November 24<sup>th</sup>, 2021 through December 14<sup>th</sup>, 2022

## Protecting your account against fraudulent activity is a top priority for us!

A high-level review of debit card activity against your account has not found any unusual or unauthorized transactions as a result of this suspected breach. All debit card transactions are run through our sophisticated real-time fraud detection system for monitoring.

***If you have any questions, please contact us at (617) 969-4300 or visit your local branch.***

Sincerely,

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



320 Needham Street • Suite 200 • Newton, MA 02464  
(617) 527-6090 • village-bank.com

