



Prairie State Bank & Trust

<<Date>> (Format: Month Day, Year)

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country>>
<<b2b_text_1(ReferenceNumber)>>

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>:

At Prairie State Bank & Trust, we understand one of the most critical responsibilities we have is the protection and security of the information we maintain. We take this responsibility seriously and have robust security systems in place. We are writing to inform you of an isolated incident potentially involving some of your information. This notice explains the incident, measures we have taken, and some steps you may consider taking.

We recently completed an investigation involving unauthorized access to a single employee's email account. Upon first learning of the unauthorized access, we immediately took steps to secure the employee's email account and began an investigation with the assistance of an independent cybersecurity firm. The investigation determined that an unauthorized person accessed that employee's account between May 24, 2021 and May 25, 2021. The investigation did not determine whether any specific emails or attachments were viewed by the unauthorized person; however, we were not able to rule out that possibility. Our team searched the emails and attachments and, on July 13, 2021, we determined that an email or attachment contained your <<b2b_text_2(ImpactedData)>>. **Your Social Security number was not impacted by this incident.**

We believe the unauthorized access occurred as part of a general phishing campaign and not to access any specific personal information. Although we have no indication that your information was actually viewed by the unauthorized person, or that it has been misused, we encourage you to remain vigilant by reviewing your account statements and credit reports for any unauthorized activity. If you see charges or activity you did not authorize or have any general questions about this notice, please contact our Customer Service Center at 1-800-597-2977 Monday through Friday from 7:30 A.M. through 6:00 P.M. CT, Saturdays 8:00 A.M. to Noon or visit your local branch immediately.

For additional steps you can take in response to the incident, please see the additional information provided in this letter.

As an added precaution, effective August 20, 2021, we disabled the ACH Debit (Electronic 3rd Party Withdrawal) feature on the savings account(s) listed above. It appears you have not used this feature in 2021, so we took this action to ensure no unwanted electronic withdrawals are allowed. If you need access to this feature or prefer to obtain a new account number for your Prairie State Bank & Trust account, please contact your local branch or call us at 1-800-597-2977.

Your confidence and trust are important to us, and we regret any inconvenience or concern this incident may cause. To help further protect against an incident like this, we are taking steps to enhance our existing security protocols and re-educating our staff for awareness on these types of incidents. We thank you for your continued business and promise to always strive to provide you with the service and support you deserve from your hometown community bank.

Sincerely,

Prairie State Bank & Trust

ADDITIONAL STEPS YOU CAN TAKE

We remind you it is always advisable to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity over the next 12 to 24 months. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

- *Equifax*, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111
- *Experian*, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742
- *TransUnion*, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

- *Federal Trade Commission*, Consumer Response Center, 600 Pennsylvania Avenue NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft

Fraud Alerts and Credit or Security Freezes:

Fraud Alerts: There are two types of general fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years.

To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report.

For those in the military who want to protect their credit while deployed, an Active Duty Military Fraud Alert lasts for one year and can be renewed for the length of your deployment. The credit bureaus will also take you off their marketing lists for pre-screened credit card offers for two years, unless you ask them not to.

Credit or Security Freezes: You have the right to put a credit freeze, also known as a security freeze, on your credit file, free of charge, which makes it more difficult for identity thieves to open new accounts in your name. That's because most creditors need to see your credit report before they approve a new account. If they can't see your report, they may not extend the credit.

How do I place a freeze on my credit reports? There is no fee to place or lift a security freeze. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For information and instructions to place a security freeze, contact each of the credit reporting agencies at the addresses below:

- **Experian Security Freeze**, PO Box 9554, Allen, TX 75013, www.experian.com
- **TransUnion Security Freeze**, PO Box 2000, Chester, PA 19016, www.transunion.com
- **Equifax Security Freeze**, PO Box 105788, Atlanta, GA 30348, www.equifax.com

You'll need to supply your name, address, date of birth, Social Security number and other personal information.

After receiving your freeze request, each credit bureau will provide you with a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

How do I lift a freeze? A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it altogether. If the request is made online or by phone, a credit bureau must lift a freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request.

If you opt for a temporary lift because you are applying for credit or a job, and you can find out which credit bureau the business will contact for your file, you can save some time by lifting the freeze only at that particular credit bureau. Otherwise, you need to make the request with all three credit bureaus.

You may contact Prairie State Bank & Trust via U.S. mail at 3751 West Wabash Avenue, Springfield, Illinois, 62711 or via telephone at 1-800-597-2977.

Additional Information for Residents of the Following States:

New York: You may contact and obtain information from these state agencies:

- New York Department of State Division of Consumer Protection, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001, 518-474-8583 / 1-800-697-1220, <http://www.dos.ny.gov/consumerprotection>
- New York State Office of the Attorney General, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov>

North Carolina: You may contact and obtain information from your state attorney general at: North Carolina Attorney General's Office, 9001 Mail Service Centre, Raleigh, NC 27699, 1-919-716-6000 / 1-877-566-7226, www.ncdoj.gov.