



Customer Name  
Address 1  
Address 2

**Notice: Your Visa Debit Card may have been compromised. A new card is on the way.**

Dear Customer:

On June 15, 2023, Apple Bank received notification that your Visa Debit Card number, along with your name and account number, may have been compromised as a result of the recent MoveIt file transfer software breach at a third-party vendor of the Bank that provides services related to Visa Debit Card transaction processing. The third-party vendor uses the MoveIt file transfer software, which was recently attacked by outside parties. Apple Bank records were affected for the period May 27-31, 2023.

Although the Bank has not detected fraudulent activity on your account, in an abundance of caution, we have ordered a new debit card for you which should arrive within the next 5 to 7 business days. Your existing debit card will be deactivated within 10 business days of the date of this letter so please promptly activate your new card upon receipt. Please carefully review your account activity, monitor your transactions daily until you have received and activated your new card, and promptly report any unauthorized or unrecognized transactions to Apple Bank immediately. If you report such activity within 60 days from the date your monthly statement is first available to you, you will not be responsible for those transactions. Please continue to review your statement statements carefully over the next 12-24 months.

**Once you receive your new card promptly follow the instructions on the card to active it by calling 800-658-4541 from a phone number on file with the Bank. You will be prompted to set up your PIN, which can be the same PIN you used previously.**

As an additional benefit, we are offering a complimentary 12-month membership of Experian's® IdentityWorks<sup>SM</sup>. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: 6:59 ET on June 15, 2024** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: [WWW.EXPERIANIDWORKS.COM/PLUS](http://WWW.EXPERIANIDWORKS.COM/PLUS)
- Provide your **activation code: CHNU966TLV**

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 1-877-890-9332 by **June 15, 2024**. Be prepared to provide engagement number **B097533** as proof of eligibility for the identity restoration services by Experian.

Apple Bank sincerely apologizes for this incident and regrets any inconvenience it may cause you. Should you have questions or concerns regarding this matter, please do not hesitate to contact our CustomerLine at 914-902-2775. Our TDD number is 800-824-0710.

Sincerely,

*James Matera*

James Matera  
Chief Retail Banking Officer



## **ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:**

A credit card is **not** required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 1-877-890-9332. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for 12 months and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.