



[Name]  
[Address]  
[City], [State] [ZIP]

## **NOTICE OF DATA BREACH**

Dear [Name],

In late June 2023, we were informed by one of our third-party service providers that its systems were affected by a cybersecurity incident associated with a software tool called “MOVEit.” MOVEit is a software product used by many organizations, including our service provider, to transfer digital files. We are writing to let you know that this issue affected certain of your personal information maintained by our service provider on our behalf.

### **What Happened?**

On May 31, 2023, Progress Software, the owner of MOVEit, announced a previously unknown security vulnerability that could allow unauthorized acquisition of files on MOVEit systems. We were subsequently informed by our service provider that, between May 27, 2023 and May 31, 2023, an unauthorized party acquired certain records from our service provider’s MOVEit system by exploiting this vulnerability. According to our service provider, some of these affected records included Valley Bank files. Importantly, this issue did not impact Valley Bank’s own networks or systems.

### **What Information Was Involved?**

After learning of the issue, we quickly launched an investigation to determine its nature and scope, including identifying the types of personal information that may have been included in the affected files. You are receiving this notice because we have determined that your records are among those that may have been affected. The affected personal information may have included your name, address, Social Security number, and your Valley loan number for one or more loans you currently have, or previously had, with Valley. No deposit account or online banking information was included in the affected records.

### **What We Are Doing**

We have arranged to offer identity monitoring and credit education services to affected individuals for two years at no cost to you using ChexSystems’ OnAlert™ service. The attached Reference Guide provides information on how to activate your OnAlert membership, together with other recommendations by the U.S. Federal Trade Commission on the protection of personal information.



## **What You Can Do**

We regret that this issue may affect you. We take our obligation to safeguard personal information very seriously and are alerting you about this issue with our service provider so you can take steps to help protect yourself. You are entitled under U.S. law to one free credit report annually from each of the three nationwide consumer reporting agencies. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll-free at 1-877-322-8228. We encourage you to remain vigilant by reviewing your account statements and monitoring your free credit reports.

## **For More Information**

We hope this information is useful to you. If you have any questions regarding this issue, or to enroll in ChexSystems' OnAlert, please call (833) 919-4756.

Again, we regret any inconvenience this issue may cause you.

Sincerely,

A handwritten signature in black ink, appearing to read 'J. Black'.

Justin Black  
Chief Experience Officer

A handwritten signature in black ink, appearing to read 'Jeffrey S. Kramer'.

Jeffrey S. Kramer  
Director of Customer Experience



## Reference Guide

We encourage affected individuals to take the following steps:

### **Register for Identity Monitoring and Credit Education Services.**

To help protect your identity, we have arranged to offer identity protection and credit monitoring services provided by ChexSystems® for two years at no cost to you. To activate your membership in OnAlert, enroll at <https://onalert.info/valleybank> by December 31, 2023. Your link will not work after this date.

For new member questions and assistance with enrollment, please contact the OnAlert customer care team at (833) 919-4756. A credit card is not required for enrollment into OnAlert.

Once you enroll, you can contact OnAlert's customer care team immediately regarding fraud issues. If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve it, an OnAlert agent will support you with investigation and resolution of each incident of potential fraud.

*With OnAlert, you will have access to the following features:*

- **Tri-Bureau Credit Report and Manual VantageScore® from Experian®, TransUnion®, and Equifax®\***: Credit reports and scores from Experian, TransUnion, and Equifax.
- **Tri-Bureau Credit Monitoring from Experian, TransUnion, and Equifax**: Actively monitors credit bureau files and alerts you of key changes and indicators of fraud.
- **Automatic VantageScore Tracker**: Shows you your credit score so you can see how lenders evaluate your creditworthiness.
- **VantageScore Simulator**: Interactive credit score simulator you can use to see how actions will potentially impact your credit score.
- **Personalized Credit & Identity Alert Videos**: Credit and identity education videos.
- **Real Time Authorization Alerts**: Notifications of when your personal information is used for new applications or identity authorizations.
- **Dark Web Monitoring**: Internet and dark web surveillance monitoring of your personal information.
- **ChexSystems Monitoring and Alerts**: Actively monitors ChexSystems' database and alerts you of key activity and indicators of fraud. Chex Systems, Inc. (ChexSystems) is a nationwide specialty consumer reporting agency under the Fair Credit Reporting Act (FCRA).
- **Full-Service Restoration**: Certified Identity Theft Restoration Specialists available for assignment to help you address credit and non-credit related fraud.
- **Lost Wallet Assistance**: Protection of your personally identifiable information that has been compromised.
- **Up to \$1MM Identity Theft Insurance\*\***: Reimbursement for certain ancillary expenses associated with restoring your identity.



\* Calculated on the VantageScore 3.0 model. Your VantageScore 3.0 from Experian® indicates your credit risk level and is not used by all lenders, so your lender may use a score that is different from your VantageScore 3.0.

\*\*The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

**Order Your Free Credit Report.** To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com), call toll-free at 1-877-322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's ("FTC's") website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov) and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The three nationwide consumer reporting agencies provide free annual credit reports only through the website, toll-free number or request form.

When you receive your credit report, review it carefully. Look for accounts you did not open. Look in the "inquiries" section for names of creditors from whom you haven't requested credit. Some companies bill under names other than their store or commercial names. The consumer reporting agency will be able to tell you when that is the case. Look in the "personal information" section for any inaccuracies in your information (such as home address and Social Security number). If you see anything you do not understand, call the consumer reporting agency at the telephone number on the report. Errors in this information may be a warning sign of possible identity theft. You should notify the consumer reporting agencies of any inaccuracies in your report, whether due to error or fraud, as soon as possible so the information can be investigated and, if found to be in error, corrected. If there are accounts or charges you did not authorize, immediately notify the appropriate consumer reporting agency by telephone and in writing. Consumer reporting agency staff will review your report with you. If the information cannot be explained, then you will need to call the creditors involved. Information that cannot be explained also should be reported to your local police or sheriff's office because it may signal criminal activity.

**Report Incidents.** If you detect any unauthorized transactions in your financial account, promptly notify us or your other relevant financial institution or payment card company. If you detect any incident of identity theft or fraud, promptly report the incident to law enforcement, the FTC and your state Attorney General. If you believe your identity has been stolen, the FTC recommends that you take these steps:

- Close the accounts that you have confirmed or believe have been tampered with or opened fraudulently. For streamlined checklists and sample letters to help guide you through the recovery process, please visit <https://www.identitytheft.gov/>.
- File a local police report. Obtain a copy of the police report and submit it to your creditors and any others that may require proof of the identity theft crime.

You can contact the FTC to learn more about how to protect yourself from becoming a victim of identity theft and how to repair identity theft:



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

**Consider Placing a Fraud Alert on Your Credit File.** To protect yourself from possible identity theft, consider placing a fraud alert on your credit file. A fraud alert helps protect you against the possibility of an identity thief opening new credit accounts in your name. When a merchant checks the credit history of someone applying for credit, the merchant gets a notice that the applicant may be the victim of identity theft. The alert notifies the merchant to take steps to verify the identity of the applicant. You can place a fraud alert on your credit report by calling any one of the toll-free numbers provided below. You will reach an automated telephone system that allows you to flag your file with a fraud alert at all three consumer reporting agencies. For more information on fraud alerts, you also may contact the FTC as described above.

Equifax	Equifax Information Services LLC P.O. Box 740241 Atlanta, GA 30374	1-800-525-6285	www.equifax.com
Experian	Experian Inc. P.O. Box 9554 Allen, TX 75013	1-888-397-3742	www.experian.com
TransUnion	TransUnion LLC P.O. Box 2000 Chester, PA 19016	1-800-680-7289	www.transunion.com

**Consider Placing a Security Freeze on Your Credit File.** You may wish to place a “security freeze” (also known as a “credit freeze”) on your credit file. A security freeze is designed to prevent potential creditors from accessing your credit file at the consumer reporting agencies without your consent. *Unlike a fraud alert, you must place a security freeze on your credit file at each consumer reporting agency individually.* There is no charge to place or lift a security freeze. For more information on security freezes, you may contact the three nationwide consumer reporting agencies or the FTC as described above. As the instructions for establishing a security freeze differ from state to state, please contact the three nationwide consumer reporting agencies to find out more information.

The consumer reporting agencies may require proper identification prior to honoring your request. For example, you may be asked to provide:

- Your full name with middle initial and generation (such as Jr., Sr., II, III)
- Your Social Security number
- Your date of birth
- Addresses where you have lived over the past five years



- A legible copy of a government-issued identification card (such as a state driver's license or military ID card)
- Proof of your current residential address (such as a current utility bill or account statement)