



August 2, 2023

Notice of Data Breach

Dear Valued Customer:

BOM Bank is providing notice of a third-party software event that may affect the security of some of your information. BOM Bank utilizes a correspondent bank called First National Bankers Bankshares, Inc. (“FNBB”) that provides a service to clear checks written on or deposited to accounts at BOM Bank. This service involves transmitting scanned images of the checks submitted for processing between financial institutions. Check clearing services like the one offered by FNBB are commonly used in the banking industry. FNBB recently notified BOM Bank that a third-party software it uses to transfer data experienced a data breach.

Although we have no indication of identity theft or fraud in relation to this event, out of an abundance of caution, we are providing you with information about the event that we obtained from FNBB, our response, and additional measures you can take to help protect your information, should you feel it appropriate to do so.

What Happened? BOM Bank did not experience a breach of its systems. Instead, FNBB recently notified BOM Bank that the provider of software called MOVEit Transfer that FNBB utilizes to transfer files, disclosed to FNBB a vulnerability in their software that had been exploited by an unauthorized third party to access data on FNBB’s servers hosting MOVEit. FNBB indicated to BOM Bank that, upon notification, it applied software patches issued by the provider of MOVEit, notified law enforcement, and began investigating the issue with the assistance of data forensic experts. Through the investigation, FNBB reported to BOM Bank that the third party likely accessed the MOVEit server on May 27, 2023, which could have allowed the unauthorized individual to access files stored on the server. Files on the server included images of your checks and/or your checking account number. FNBB was not able to determine which files the third party actually acquired. Upon notice and identification of the relevant files on or around July 10, 2023, BOM Bank promptly conducted a manual review of the records to confirm the identities of individuals potentially affected by this event and their contact information to provide notifications. We recently completed this review.

What Information Was Involved? Our investigation determined that the following types of information related to you were present in the files on the FNBB MOVEit server at the time of

the event: name, address, routing number, checking account number, signature and other information printed on your checks.

What We Are Doing. We take this event and the security of our customer information seriously. Upon receiving this notification, we promptly took steps to investigate the issue and analyze the potentially affected data. Further, we are evaluating our procedures with respect to our service providers. We require service providers to adhere to cybersecurity standards, and will also revisit those standards.

Law enforcement and federal regulators have been notified regarding this incident. This notice has not been delayed by law enforcement. FNBB indicated it is also reviewing and updating its security policies and incident response plans to reduce the risk of similar events occurring in the future.

What You Can Do. We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your free credit reports for suspicious activity and to detect errors for the next twelve to twenty-four months and to report suspected identity theft incidents to us, local law enforcement, or your state's attorney general. Please also review the enclosed *Steps You Can Take to Protect Personal Information*, which contains information on what you can do to safeguard against possible misuse of your information.

For More Information. If you have additional questions, you may contact us at 1-877-646-6689 Monday through Friday from 9:00 am to 5:00 PM Central time (excluding U.S. holidays).

Sincerely,

Ken Hale
President/CEO
BOM Bank

STEPS YOU CAN TAKE TO PROTECT PERSONAL INFORMATION

Credit Reports: Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order a free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. Consumers may also directly contact the three major credit reporting bureaus listed below to request a free copy of their credit report.

Security Freeze: You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency by visiting their websites below or by mail. In order to place the security freeze for yourself, your spouse, or a minor under the age of 16, you will need to provide your name, address for the past two years, date of birth, Social Security number, proof of identity and proof of address as requested by the credit reporting company. After receiving your freeze request, each credit reporting company will send you a confirmation letter containing a unique PIN (personal identification number) or password, which will be required to lift the freeze, which you can do either temporarily or permanently. It is free to place, lift, or remove a security freeze.

Equifax https://www.equifax.com/personal/credit-report-services/ 1-888-298-0045	Experian https://www.experian.com/consumer-products/free-credit-report.html 1-888-397-3742	TransUnion https://www.transunion.com/credit-help 1-800-916-8800
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Federal Trade Commission: Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps they can take to protect your personal information by contacting the Federal Trade Commission (the “FTC”). The FTC may be reached at: 600 Pennsylvania Avenue NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261.

For residents of Massachusetts: You have the right to obtain a police report if you are a victim of identity theft.

For residents of North Carolina: You can obtain information about preventing identity theft from the FTC (whose contact information is listed above) or from the Attorney General of North Carolina, 9001, Mail Service Ctr., Raleigh, NC 27699, 1-877-566-7226, <https://ncdoj.gov/>

For residents of New Mexico: You are advised to review personal account statements and credit reports, as applicable, to detect errors resulting from the security incident. You have rights under the federal Fair Credit Reporting Act (FCRA). These include, among others, the right to know what is in your file; to dispute incomplete or inaccurate information; and to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, please visit https://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf or see the contact information for the Federal Trade Commission listed above
