

APPENDIX

The Bank concluded an investigation into a security incident involving unauthorized access to one of its employee's computers. Upon discovery, the Bank took immediate steps to contain the incident, notified law enforcement, and launched an investigation with a forensics firm. The investigation determined that certain files may have been subject to unauthorized access on or about April 7, 2021. The Bank reviewed the files that were potentially accessed and, on August 16, 2021, determined that one or more files contained the name and financial account number(s) of 3 Maine residents.

Beginning September 20, 2021, the Bank will mail notification letters via First-Class U.S. mail to the Maine residents.¹ A copy of the notification letter is enclosed. To help prevent a similar incident from occurring in the future, the Bank has updated its security controls and further strengthened its security processes. In addition, the Bank has established a dedicated phone number that individuals may call with related questions.

¹ This report does not waive the Bank's objection that Maine lacks personal jurisdiction over it related to any claims that may arise from this incident.



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

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country>>

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

Citizens Bank of Las Cruces understands the importance of protecting information we maintain. We are writing to inform you that we identified and addressed a security incident that involved some of your information. This notice explains the incident, outlines the measures we have taken and provides steps you may consider taking in response.

We concluded an investigation into a security incident involving one of our employee's computers. Upon learning of the incident, we took immediate steps to contain the incident, notify law enforcement and launch an investigation with the assistance of a cybersecurity firm. The investigation determined that certain files may have been subject to unauthorized access on or about April 7, 2021. We conducted a careful review of the files that may have been accessed and, on August 16, 2021, determined that the files contained your <<b2b_text_1(Name, Impacted Data)>>.

Although we have no indication that your information has been misused, we wanted to notify you of this incident and assure you that we take it very seriously. We remind you to remain vigilant to the possibility of fraud by reviewing your account statements for any unauthorized activity over the next 12 to 24 months. You should immediately report any unauthorized activity to your financial institution. For more information on identity theft prevention see the additional information provided with this letter. To prevent incidents like this from occurring in the future, we have implemented enhanced monitoring tools and further strengthened our security posture.

We deeply regret that this incident occurred and sincerely apologize for any concern or inconvenience this may cause. We have established a dedicated call center to help answer any questions you may have about this incident. The call center is available at 1-???-???-????, Monday through Friday, between 7:00 a.m. and 4:30 p.m. Mountain Time.

Sincerely,

A handwritten signature in black ink that reads "Jed Fanning".

Jed Fanning
President and CEO

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 you 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. This makes it more difficult for identity thieves to open new accounts in your name 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 on your credit reports. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For information and instructions on how to place a security freeze on your credit reports, 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 when requesting a freeze. 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 receiving 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.

Citizens Bank of Las Cruces, 1920 N. Date St., Truth or Consequences, NM 87901 | 575-894-0820.

Residents of District of Columbia: You may contact and obtain information from your attorney general at: Office of the Attorney General for the District of Columbia, 441 4th Street NW, Washington, DC 20001, 1-202-727-3400, www.oag.dc.gov

Residents of Maryland: You may contact and obtain information from your state attorney general at: Maryland Attorney General's Office, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023 / 1-410-576-6300, www.oag.state.md.us

Residents of 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>; and New York State Office of the Attorney General, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov>

A Summary of Your Rights Under the Fair Credit Reporting Act: The federal Fair Credit Reporting Act (FCRA) promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. There are many types of consumer reporting agencies, including credit bureaus and specialty agencies (such as agencies that sell information about check writing histories, medical records, and rental history records). Your major rights under the FCRA are summarized below. For more information, including information about additional rights, go to www.consumerfinance.gov/learnmore or write to: Consumer Financial Protection Bureau, 1700 G Street NW, Washington, DC 20552.

- You must be told if information in your file has been used against you.
- You have the right to know what is in your file.
- You have the right to ask for a credit score.
- You have the right to dispute incomplete or inaccurate information.
- Consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information.
- Consumer reporting agencies may not report outdated negative information.
- Access to your file is limited.
- You must give your consent for reports to be provided to employers.
- You may limit “prescreened” offers of credit and insurance you get based on information in your credit report.
- You have a right to place a “security freeze” on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization.
- You may seek damages from violators.
- Identity theft victims and active duty military personnel have additional rights.