DATE

NAME

ADDRESS

CITY, STATE ZIP

Dear NAME,

We value your business and respect the privacy of your information, which is why, as a precautionary measure, we are contacting you regarding a data security incident, in which an employee’s email was compromised between November 24, 2020 – December 2, 2020 at CNB Bank, parent company of ERIEBANK, FCBank and BankOnBuffalo, all divisions of CNB Bank.

Upon discovering this incident, we immediately stopped the unauthorized access and have been diligently investigating the circumstances. Our investigation revealed that the email account that was compromised may have potentially exposed your information to others, including your [PII Types per Individual].

As a precautionary measure, we are providing you with an entitlement to the following identity theft protection services, free of charge, for one year:

* **Credit Monitoring** that can alert you to new or suspicious activity related to your credit file; and
* **Fully Managed Identity Theft Recovery**,which will provide professional help in the event you experience any kind of identity theft, either financial or non-financial. A professional Recovery Advocate can help you place fraud alerts, review your credit report, and resolve any incident of identity theft.

**To activate these services, please follow the instructions on the next page before May 31, 2021.**

I apologize for the inconvenience, and assure you we always do everything in our power to keep your sensitive documents and information secure. If you have any questions or concerns about the data security incident or your personal information that may have been affected, you may contact us at 844-300-0777.

Sincerely,

Richard L Greslick, Jr.

Senior Executive Vice President, Chief Support Officer

**Credit Monitoring and Identity Theft Recovery Services**

Please follow the steps below to activate your entitlement to monitoring and identity recovery services before May 31, 2021.

* Go to <https://incidentresponse.merchantsinfo.com>
* Click the red button “Sign up takes 3 minutes, WITH INSTANT PROTECTION!”
* Enter the following promotional code: CNB0221
* Click the gray button “Apply”
* Click the blue button “Enroll” under “ID Theft Protection”
* Follow the on-screen instructions to complete your enrollment and identity authentication

In order to authenticate your identity, you may be asked to provide information that is already contained in your credit file. This is to assure that you are the rightful owner of the information. If you have any questions regarding these services or if you encounter a problem while enrolling please call the Recovery Care Center at 800-505-5440.

After you have activated your entitlement if you have questions about these services or suspect you may be the victim of identity theft, please call the Recovery Care Center at 800-505-5440.

**Copy of Credit Report**

You may obtain a free copy of your credit report from each of the three major credit reporting agencies. During these times of COVID-19, Equifax, Experian, and TransUnion are now offering free weekly online reports through April 2021. Typically you can request your credit report once every 12 months by visiting http://www.annualcreditreport.com , calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. You can print a copy of the request form at https://www.annualcreditreport.com/manualRequestForm.action. Or you can elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries is provided below:

Equifax Experian TransUnion

800-685-1111 888-397-3742 800-916-8800

[www.equifax.com](http://www.equifax.com/) [www.experian.com](http://www.experian.com/) [www.transunion.com](http://www.transunion.com/)

P.O. Box 740241 535 Anton Blvd., Ste 100 P.O. Box 6790

Atlanta, GA 30374 Costa Mesa, CA 92626 Fullerton, CA 92834

**Fraud Alert**

You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. Or, to place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at [http://www.annualcreditreport.com](http://www.annualcreditreport.com/).

**Additional Free Resources on Identity Theft**

You may wish to review the tips provided by the Federal Trade Commission on how to avoid identity theft. For more information, please visit<http://ftc.gov/idtheft> or call 1-877-ID-THEFT (877.438.4338). A copy of Taking Charge: What to Do if Your Identity is Stolen, a comprehensive guide from the FTC to help you guard against and deal with identity theft, can be found on the FTC’s website at<http://www.ftc.gov/bcp/edu/pubs/consumer/idtheft/idt04.shtm>.

To file a complaint with the FTC, go to [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) or call 1-877-ID-THEFT (877.438.4338). Complaints filed with the FTC will be added to the FTC’s Identity Theft Data Clearinghouse, which is a database made available to law enforcement agencies.