

August 26, 2020

Customer Name  
Customer Address  
City, CA Zip Code

**RE: Notice of Data Breach Exposed customer information**

Dear Customer Name,

We are writing to notify you that certain information related to your CRB Auto loan may have been temporarily exposed to a third party during the process of recycling and donating a single retired bank computer to a non-profit agency. The security of your non-public personal information is very important to CRB Auto, a division of Mechanics Bank, and additional safeguards have been implemented to ensure that this unintentional disclosure not be possible in the future.

The summary information below is being provided to you in order to answer potential questions you may have related to the unintentional disclosure.

**What Happened?** In February 2020, Mechanics Bank donated aging computers to a non-profit organization. As is standard, prior to donation, Mechanics Bank personnel removed the hard drives from the machines being donated. On the same day that the computers were donated, an information security official from the entity that received the donated computers contacted Mechanics Bank and notified it that a single hard drive had been missed and not removed. The hard drive was immediately secured and returned to Mechanics Bank.

**What Information Was Involved?** After securing the hard drive, Mechanics Bank personnel conducted an examination of the data contained on the hard drive and determined that it had not been shared with any unknown third-party. Further examination of the hard drive disclosed that it contained electronic records related to your CRB Auto Loan, including images of loan documentation.

**What We Are Doing:** The safety of your personal and loan account information is extremely important to us. Mechanics Bank personnel conducted a thorough investigation of this matter, including communication with the temporary recipient of the hard drive in question, and we have concluded that your personal information remains protected. Mechanics Bank was able to immediately retrieve the hard drive in question and confirmed the brief and limited exposure of your information.

In addition, we have arranged with Experian® to provide you with credit monitoring and fraud detection services for twelve months (12), at no charge to you. To take advantage of this offer, please visit the following website by November 30, 2020, and enroll using the unique activation code listed below:

**<https://www.experianidworks.com/3bcredit>**

**Activation Code: RZ8HPK8Y**

**Engagement Number: D21867**

Upon visiting the site, please follow the online instructions to enroll, using the Activation Code above. In order to take advantage of this service free of charge your enrollment must be completed by November 30, 2020. If you have any questions regarding enrollment please call 877.890.9332. Please note that you will need to provide the Engagement Number listed above if you call the Experian Customer Service line.

**What You Can Do:** Although we believe that the potential exposure of your information has been minimal, should you be concerned about the possibility of identity theft, we recommend that you enroll in the free credit monitoring and fraud detection service through Experian that is listed above. Beyond that, you may obtain a free credit report, and should consider the recommendations provided by the California Attorney General at:

**<https://oag.ca.gov/idtheft/facts/victim-checklist>**.

**Other Important Information:** All consumers are entitled to obtain free credit reports under the Federal Fair and Accurate Credit Transactions Act. The Federal Trade Commission provides more information at **[www.consumer.ftc.gov](http://www.consumer.ftc.gov)**. Please review the attached “*Additional Steps You Can Take to Further Protect Your Information*” which is provided below.

**For More Information:** Should you have any questions or concerns regarding the information described in this notification, please do not hesitate to contact us at **855.CRB.AUTO (855.272.2886)**.

CRB Auto, and the entire Mechanics Bank family, sincerely apologizes for any concern or inconvenience this may have created. CRB Auto and Mechanics Bank take the privacy and security of your personal information seriously, and value your relationship with CRB Auto.

Sincerely,

**Aaron Kyllander**

Senior Vice President | National Service Director