



PO Box 2227  
Merced, CA 95344

Address

June 6, 2023

**RE: Notice of Data Breach**

Dear Name,

We're writing to inform you that a compromise recently occurred at our ATM in Milpitas, CA, which involved your card ending in XXXX. Once we became aware of the compromise, we immediately launched an investigation and contacted relevant law enforcement. We have now completed our investigation.

**What Happened**

On March 16, 2023, we confirmed that an unidentified individual had tampered with our ATM located at 601 E Calaveras Blvd, Milpitas, CA by installing a skimming device that captured certain information between February 14 and March 7, 2023 via the magnetic stripe of your card.

**What Information Was Involved**

The skimming device **may** have compromised **one or more** of the following pieces of information tied to your card:

- your name
- card number
- card expiration date
- card verification code

This information may have been used to create fake cards and attempt fraudulent card transactions.

**What We Are Doing**

1. Replacing your affected card(s) with new card(s) (***if you have not already received new card(s)***). Expect your new card(s) to arrive in the mail during the week of June 12, 2023. When you receive your new card(s), please activate it and begin using immediately.

Our automatic billing updater (ABU) will automatically transfer most recurring payments to your new card, and we also suggest you check with any recurring billers to update your card information.

2. Enhanced fraud monitoring to your card account(s).

3. Adding extra security hardware to the ATM and enhancing branch procedures to help safeguard the ATM against tampering.

### **What You Can Do**

Please contact us immediately by calling the number on the back of your card if you see any unusual or unexpected activity on your account.

Familiarize yourself with our card controls service which provides enhanced security features. You can easily turn your card on and off, set transaction alerts, and lock or enable specific card controls. To access, open our Mobile App, select **More** (or the ... icon) and then look for **Card Services** and then **Card Management**. (In online banking, look for **Card Services** in the main menu and then select **Card Management**.)

### **For More Information**

We're here to answer any questions you may have.

### **Chat or Message**

- Please reach out to us by logging in to online banking at [patelco.org/OnlineLogin](https://patelco.org/OnlineLogin) and then selecting the chat icon in the lower right.
- Send us a secured message in the online banking Message Center. You can also contact us via our Mobile App by logging in and selecting **More** then **Tools & Settings** and then **Message Center**.

### **In-person or Zoom**

- If you'd like to meet with us in-person or virtually please visit [patelco.org/ContactUs](https://patelco.org/ContactUs) to schedule an in-branch or Zoom appointment.

We regret any concern or inconvenience this matter may have caused you. We take the security of your personal information seriously. If you have additional questions regarding this matter, please reach out to us.

Sincerely,

Patelco Credit Union



Insured by NCUA

[patelco.org](https://patelco.org)

