



March 27, 2019

**RE: Notice of Data Breach**

Dear **Member Name**,

We are writing to inform you that your Altura Credit Union debit card(s) ending in **XXXX** have been compromised as a result of fraudulent activities involving an ATM. We deeply regret this unfortunate incident.

**What Happened?**

On March 8, 2019, an ATM skimming device with an associated video camera was discovered on one of our ATMs. This discovery immediately prompted the examination of all of our ATMs at all of our branches. Our review yielded evidence that these skimming devices had been installed and removed from other locations. These ATM skimming devices were unlawfully installed on our machines at various points between March 5 to March 8, 2019.

**What Information Was Involved?**

The ATM skimming devices that were installed interfered with normal debit card transactions and possibly allowed the theft of your card number, the PIN number associated with your card, and/or your name. This stolen information could potentially have been used to create fake debit cards and attempt various fraudulent debit card transactions.

**What We Are Doing?**

Altura takes this matter very seriously. After discovering the ATM skimming devices on March 8, 2019, we took steps to stop the fraudulent use of stolen card information. We moved quickly to protect you and your information by actively monitoring your account for suspicious activity. We also immediately examined the ATMs throughout our network for evidence of tampering and continue to work closely with law enforcement. We provided our card processor with a list of those cards that may have been compromised and they have implemented enhanced fraud rules as a result. We are also mailing out replacement cards immediately which will arrive within **4-5 business days** and recommend that you activate them promptly upon receipt.

As always, if you become aware of unauthorized transactions on your account, promptly report those transactions to Altura; you will not be responsible for unauthorized withdrawals, transfers or purchases made using your debit card.

**What You Can Do?**

Altura urges you to change your PIN immediately by calling (877) 265-9594 and that you closely review all of your account statements for suspicious activity. We would like to remind you to remain vigilant over the next 12 to 24 months, and report suspected identity theft incidents to Altura. If you find anything suspicious or fraudulent, please call Altura at (888) 883-7228 ext. 5038.

**For More Information**

Should you have any questions or if there is anything we can do to assist you, please feel free to contact us at (888) 883-7228 or visit your local branch.

You can also go to Altura's website by following the link below for more information about card fraud and how to protect yourself: <https://www.alturacu.com/education/identity-theft/card-fraud>

We deeply regret the exposure of your personal information and are committed to supporting you through this situation.

Sincerely,

[Insert Name of Card Services Personnel]

Vice President, Member Service