

Notice of Data Breach at Tracy Financial Center ATM



Dear Valued Member,

UNCLE Credit Union values our relationship with you and understands the importance of protecting your personal information. We are writing to inform you we recently identified and addressed an incident that may have involved some of your information. This notice explains the incident, measures we have taken and additional steps you can take in response.

What Happened?

On January 16, 2022, we learned a card skimmer had been installed at our ATMs at our Tracy Financial Center. Immediately upon learning of the issue, we launched an investigation and notified local law enforcement.

In general, skimmers are designed to record data from the magnetic stripe of the card, which includes the cardholder's name, card number, and expiration date. No other information about a cardholder is in the magnetic stripe of payment cards.

What Information Was Involved?

We are notifying you because you used your UNCLE card at the involved ATM during the period of time that a skimmer may have been on the ATM.

What Are We Doing?

We wanted to let you know that this incident occurred and assure you that we take it very seriously. Any compromised cards have been shut down. New cards have been issued and should arrive to you by the end of the week. If you have not received a new card by Monday, January 24, 2022, please contact us.

You will not be responsible for any unauthorized charges or withdrawals from your account. We are reviewing and working towards enhancing the security protocols surrounding our ATMs to help prevent this type of incident from happening again.

What You Can Do.

It is always advisable to closely review your financial statements for any unauthorized charges and promptly report incidents of fraud or suspected identity theft. We recommend that you [review our additional steps you can take to help protect yourself](#).

For More Information.

We sincerely regret this incident occurred and apologize for any inconvenience or concern. If you have any questions, please call 925-447-5001.

Sincerely,



Harold Roundtree
President and CEO



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UNCLE Credit Union is committed to protecting the privacy of our members. We will never initiate a request via email for your sensitive information such as your online banking login, social security number or account number. If you receive an email asking for your sensitive information or would like to report a suspicious email, call (800) 34-UNCLE.

Federally insured by NCUA. Equal Housing Lender.

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