



October 30, 2014

Dear Member:

As you know, your credit union, Palm Springs Federal Credit Union, strives to protect your personally identifiable information so that it is never released outside of the credit union. We are writing to you with important information about a recent loss of data.

Financial institutions are required to have their operations and records audited regularly. As part of the audit process, the Credit Union provided information regarding the Credit Union's members on an external drive containing members' names, addresses, social security numbers and account numbers. Regrettably, the drive was lost and its location is now unknown. It is believed that the drive was lost on or about October 20, 2014. At this time we do not know if the external drive has been inadvertently destroyed or if it was acquired by an unauthorized person. All we know is that it is lost. We are currently unaware of any unauthorized access to member's accounts or attempts to gain improper access.

We take privacy and security of your personal information very seriously. We are fully investigating this incident and have contacted law enforcement. We are also reporting the breach to the California Attorney General's Office. However, it is important for you to be aware of steps you can take to avoid improper use of your information.

We encourage you to place a **FRAUD ALERT** on your consumer credit reporting agency report in an effort to hinder identity thieves from obtaining credit with stolen information. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. Call any one of the three major credit reporting agencies listed below and insist that a fraud alert be placed on your record. As soon as one credit reporting agency confirms your fraud alert, the others are notified to place fraud alerts.

In addition, you are entitled to a free credit report once a year from each of the three nationwide consumer credit reporting agencies. Please contact them and ask for your free credit report and once you receive it, please review it carefully. The contact information is:

Equifax	888-766-0008	P.O. Box 740241 Atlanta, GA 30374
Experian	888-397-3742	P.O. Box 9554 Allen, TX 75013
TransUnionCorp	800-680-7289	P.O. Box 2000 Chester, PA 19022-2000

You can also obtain a free credit report by going to www.annualcreditreport.com. We also suggest that you go to <http://www.consumerfinance.gov/askcfpb/311/how-do-i-get-a-copy-of-my-credit-report.html> for further suggestions about obtaining a free nationwide consumer credit report.

You should watch your credit and any activity on it carefully for the next twelve to twenty-four months. In addition, please check your statements as soon as you receive them and tell us immediately if you see anything suspicious on them. This is a good practice to follow in general on all of your accounts even under normal circumstances.

Please immediately report to us any incidents of suspected identity theft or unauthorized use of your accounts. Even if you do not find any suspicious activity on your initial credit reports, the Credit Union recommends that you continue to check your credit reports periodically so that you can help spot problems that might arise and address them quickly.

If you find suspicious activity on your credit reports or have any reason whatsoever to believe your information is being or has been misused, you are also encouraged to immediately contact your local law enforcement officials and file a police report. Please obtain a copy of that report for your records. You can also find further information, guidance and directions at the website for the Federal Trade Commission, www.consumer.gov/idtheft, or call the FTC at 1-877-438-4338.

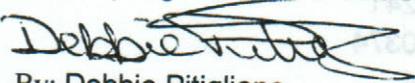
As an added precaution, we have arranged to have AllClear ID protect your identity for 12 months at no cost to you. The following identity protection services start on the date of this notice and you can use them at any time during the next 12 months.

The team at AllClear ID is ready and standing by if you need identity repair assistance. This service is automatically available to you with no enrollment required. If a problem arises, simply call 1-866-979-2595 and a dedicated investigator will do the work to recover financial losses, restore your credit and make sure your identity is returned to its proper condition. AllClear maintains an A+ rating at the Better Business Bureau.

AllClear PRO: This service offers additional layers of protection including credit monitoring and a \$1 million identity theft insurance policy. For a child under 18 years old, AllClear ID ChildScan identifies acts of credit, criminal, medical or employment fraud against children by searching thousands of public databases for use of your child's information. To use the PRO service, you will need to provide your personal information to AllClear ID. You may sign up online at enroll.allclearid.com or by phone by calling 1-866-979-2595 using the redemption code on the label on the first page of this letter. It can only be used once by one person.

Once again, we assure you that your Credit Union strives to protect your personal information, and we regret that this incident occurred. If you have any questions, please do not hesitate to call or e-mail me at dpitigliano@palmspringsfcu.com.
Sincerely,

Palm Springs Federal Credit Union


By: Debbie Pitigliano
Chief Executive Officer

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