

Equifax Breach

Background:

In September 2017, Equifax announced a data breach exposing nearly 143 million American personal information. The breach occurred between May and July 2017. Stolen information includes: names, social security numbers, dates of birth, addresses, and in some cases, driver's license numbers. Approximately 209,000 credit card numbers and 182,000 credit dispute documents were also stolen. There is no evidence of unauthorized access to consumer's credit reporting databases.

Citizens Community Bank was NOT compromised & your information was not stolen from our bank:

CCB takes the security of our customer information very seriously and we are providing you with information we know about the massive breach and steps you can take to protect your personal information.

What is Equifax doing to protect you?

- Equifax has established a website to inform consumers if they have been affected by the breach www.equifaxsecurity2017.com
- Equifax is also offering complimentary identity theft protection & credit file monitoring
- Equifax has established a dedicated toll-free number to answer questions you may have about their data breach and its effect on your information. (866) 447-7559

Steps you can take to protect yourself:

- Review your credit reports for accuracy. You are entitled to a free credit report every 12 months from each of the three major consumer reporting agencies (Equifax, TransUnion, & Experian). Visit www.annualcreditreport.com
- Contact credit reporting agencies of any suspected fraud or identity theft
- Review your account & credit card statements or monitor your account online to spot any suspicious transactions;
- Consider if you should place an initial fraud alert on your credit report;
- Consider if you should freeze your credit file;
- Change your passwords for all of your financial accounts;
- Shred any documents with personal or sensitive information;
- File your taxes as soon as you can so a scammer won't have time to use your social security number to get your refund;

Other Resources:

- Placing an initial fraud alert on your credit report visit <https://www.consumer.ftc.gov/articles/0275-place-fraud-alert>
- Placing a freeze on your credit file visit <https://www.consumer.ftc.gov/articles/0497-credit-freeze-faqs>
- Call any of the 3 credit reporting agencies to receive your free annual credit report:
 - **Equifax** – PO Box 740241 – Atlanta, GA 30374 – (866) 349-5191 – www.equifax.com
 - **TransUnion** – PO Box 2000 – Chester, PA 19016 – (800) 680-7289 – www.transunion.com
 - **Experian** – PO Box 9554 – Allen, TX 75013 – (888) 397-3742

Difference between fraud alert & credit freeze:

- Fraud Alert – A fraud alert warns creditor that you may be a victim of identity theft & that they should carefully verify anyone seeking credit in your name is really you.
- Credit Freeze – Locks down your credit. You must lift your credit freeze (with a PIN or password) before a new creditor may access your report. It can take up to 3 business days to lift a freeze and there may be a cost.

Vulnerabilities to CCB:

- Fraudulent account opening/customer identity verification – it may now be more challenging to verify the identity of potential & existing customers because verification data (i.e. date of birth, SSN, etc.) was compromised with the Equifax breach.
- Account takeover (i.e. password reset)/online banking fraud – the exposed information may be useful to criminals trying to authenticate information about a customer
- Wire transfer fraud – hackers will use the type of information stolen to emulate a customer or business executive
- Phishing/Social Engineering – be on a heightened alert for all emails and calls. Be cautious how you verify your customer.
- Customer Mistrust & Misinformation – remind customers that we are not responsible for the breach. We use strong security procedures & examinations to protect customer information.

Additional ways to authenticate customers:

- You may want to consider using multiple forms of identification in addition to a driver's license when verifying the identity of a brand new customer with no relationship with the bank.
- If a credit report is pulled you may ask questions from it (i.e. What bank holds your mortgage? How much is your mortgage payment? What banks do you credit cards with?)
- Verify customer address changes with a bill or statement showing the new address if not on their license or credit report
- Date & Amount (appx) of last deposit
- Date & type of last account transaction
- Telephone Number on file
- Sender of any direct deposits or recurring debits & appx amount
- Approximate account balance
- Last 4 of Debit Card #
- Branch where account was opened
- Email address
- For online banking, ask 1 or more of their security questions