

9/11/17

To the Members of Thinkwise Credit Union,

At Thinkwise Credit Union, the security of your financial information is our highest priority. As such, we felt it necessary to address the massive data breach that has occurred. As you may have heard from the news, the Equifax Credit Bureau has been involved in a security breach that compromised personal information including birth dates, credit card numbers, Social Security numbers and more from customers. This data breach occurred between mid-May and July 2017.

Here are steps you will need to take to protect yourself from becoming a victim of fraud:

- Check to see if you were affected by visiting www.equifaxsecurity2017.com and click on the Check Potential Impact Tab. You'll need to provide your last name and the last six digits of your social security number. Once submitted, you will receive a message indicating if you were affected.
- Check your credit report by visiting www.annualcreditreport.com. This special site provides you with a free annual credit report. You will not get a credit score, but you will be able to see active accounts and what inquiries have been made on your credit report.
- Place a fraud alert on your credit report by contacting one of the three main credit bureau companies. You only need to call one as they are required to notify the other two when a request is made. The alert will require a business to contact you directly if an alert is placed on your report and is trying to be used. A fraud alert request is free but must be renewed every 90 days. Here is the contact information for the bureaus:
 - TransUnion- 1-800-680-7289
 - Experian- 1-888-397-3742
 - Equifax- 1-888-766-0008
- Keep a close eye on your credit union account, debit card, and credit card transactions. Your online banking system, It's Me 24/7, can notify you of electronic withdrawals and balance alerts for free. Visit the Info Center section and select eLert Subscriptions to sign up. This service is free of charge to you. You can also download our card control app, Mobi Money, to track your debit and credit card usage. This app can turn your card on/off, select what location your cards can be used, notify you of every transaction that is charged, and so much more. It is available at the iTunes and GooglePlay shops. The app is free as well as the service.

- Place a secure word on your account. We will ask this secure word anytime you do a transaction in person or by phone.

We apologize for any inconvenience the Equifax security breach may have caused you. Please do not hesitate to contact Thinkwise if you have any concerns or questions regarding your account.

Sincerely,



Heri Garcia

Interim President/CEO