

Hatch Bank  
c/o Cyberscout  
PO Box 1286  
Dearborn, MI 48120-9998



RECEIVED

FEB 28 2023

DEPT. OF CONSUMER  
AFFAIRS



February 28, 2023

**NOTICE OF [SECURITY INCIDENT/DATA BREACH]**

Dear [REDACTED]:

Hatch Bank writes to inform you of a recent incident that may impact the privacy of some of your information. On February 3, 2023, Hatch Bank received notice that our third-party technology vendor, Fortra, suffered a cyber incident. While we are currently unaware of any actual or attempted misuse of your information, we are providing you with information about the incident, our response, and steps you may take to help protect your information, should you feel it is appropriate to do so.

**What Happened?** On January 29, 2023, Fortra experienced a cyber incident when they learned of a vulnerability located in their software. On February 3, 2023, Hatch Bank was notified by Fortra of the incident and learned that its files contained on Fortra's GoAnywhere site were subject to unauthorized access. Fortra's investigation determined that, between January 30 and January 31, 2023, someone without authorization had access to certain files stored within Fortra's GoAnywhere site. We then launched a diligent and comprehensive review of relevant files to determine the information that may have been impacted.

**What Information Was Involved?** On February 7, 2023, we determined the information that may have been impacted by this incident includes your name [REDACTED]. Again, at this time, we have no indication that your information was subject to actual or attempted misuse as a result of this incident.

**What We Are Doing.** The confidentiality, privacy, and security of information within our care are among our highest priorities. Upon being notified of this incident, Hatch Bank immediately launched an internal investigation to determine who may have been affected by this third-party incident.

As an added precaution, we are providing you with access to [12/24] months of credit monitoring and identity protection services through Cyberscout at no cost to you. A description of services and instructions on how to enroll can be found within the enclosed *Steps You Can Take to Help Protect Your Information*. Please note that you must complete the enrollment process yourself, as we are not permitted to enroll you in these services on your behalf.

**What You Can Do.** Please review the enclosed *Steps You Can Take to Help Protect Your Information*, which contains information on what you can do to better protect against possible misuse of your information. We encourage you to remain vigilant against potential incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious activity. You will also find information on how to enroll in the credit monitoring services offered. You may also enroll in the complimentary credit monitoring services we are offering to you.

**For More Information.** We understand that you may have questions that are not addressed in this letter. If you have additional questions, please call the dedicated assistance line at 1-833-570-2931, which is available Monday through

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Friday, between the hours of 8:00 a.m. and 8:00 p.m. Eastern Time, excluding major U.S. holidays. You may also write to Hatch Bank at 1001 West San Marcos Blvd. #125, San Marcos, CA 92078.

**How We Received Your Information.** Your information was received by Hatch Bank in connection with a loan you applied for through [REDACTED]. Hatch Bank either reviewed your application to issue a credit decision or is the owner of your current loan or credit card account issued through your relationship with [REDACTED]. It is important to note that Fortra is still investigating their incident and that [REDACTED] system was not directly involved in Fortra's incident associated with this notice from Hatch Bank.

Sincerely,

***Hatch Bank***

<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
<a href="https://www.equifax.com/personal/credit-report-services/">https://www.equifax.com/personal/credit-report-services/</a>	<a href="https://www.experian.com/help/">https://www.experian.com/help/</a>	<a href="https://www.transunion.com/credit-help">https://www.transunion.com/credit-help</a>
888-298-0045	1-888-397-3742	1 (800) 916-8800
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

### **Additional Information**

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

*For District of Columbia residents*, the District of Columbia Attorney General may be contacted at: 400 6th Street, NW, Washington, DC 20001; 202-727-3400; and [oag.dc.gov](http://oag.dc.gov).

*For Maryland residents*, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662 or 1-888-743-0023; and [www.oag.state.md.us](http://www.oag.state.md.us). Hatch Bank is located at 1001 West San Marcos Blvd., San Marcos, CA 92078.

*For New Mexico residents*, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting bureaus must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf), or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

*For New York residents*, the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov/>.

*For North Carolina residents*, the North Carolina Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and [www.ncdoj.gov](http://www.ncdoj.gov).

*For Rhode Island residents*, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; [www.riag.ri.gov](http://www.riag.ri.gov); and 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are 160 Rhode Island residents impacted by this incident.