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JUL 12 2024

DEPT. OF CONSUMER
AFFAIRS

Hello Simon,

There's been a data breach at Evolve Bank & Trust.

Evolve Bank & Trust is a regulated bank that we worked with from 2020 until 2023 to provide your old USD account details. They've recently been affected by a data breach and some of your personal information may have been involved.

This personal information does not include copies of any of the identification documents you've shared with us — these have not been shared with Evolve Bank & Trust at any point.

Your Wise account is safe

We no longer work with Evolve Bank & Trust, and have already strengthened our security measures. We've also started a thorough investigation into this data breach and can confirm that it has not impacted our systems. This means:

- your Wise account credentials, including your password, are safe, and you can use your account as normal
- you can continue to use your USD account details — these are no longer connected to Evolve Bank & Trust
- you can continue to use any Wise cards you may have as they were not impacted by this issue — your card number and PIN are safe

What you should do now

We strongly recommend that you keep an eye on your financial activity outside of Wise, including any accounts you may have linked to Wise.

If you receive any suspicious calls, texts or emails asking about sensitive information, please be extra cautious. [Learn how to avoid phishing](#)

In the meantime, we can help you enrol in complimentary credit monitoring with identity theft detection services. If this is something you'd be interested in, please get in touch by replying to this email.

[Learn more about our former relationship with Evolve Bank & Trust](#) and the information we shared with them to provide your old USD account details

We know that this news may be concerning, and we're continuing to prioritise investigating the issue. If there are any important developments, we'll keep you updated.

Thanks,

The Wise team

Want to change what we get in touch about? Go to your [notification settings](#). You can find answers to most questions in our [help centre](#). And if you need to get in touch, use our [contact form](#) — that way, we can help you quicker.

This email was sent to you by Wise. If you are unsure, please do not click on any links or download attachments.