



First City Credit Union
c/o Cyberscout
555 Monster Rd SW
Renton, WA 98057
USBFS04
Via First-Class Mail

1_0000208



March 26, 2025

Notice of Data Breach

Dear [REDACTED],

We are committed to your privacy and security, and are writing to inform you about a recent data security incident experienced by First City Credit Union (“FCCU”), along with the steps we are taking to protect any personal information that may have had unauthorized access. This letter contains information about the incident and about how to protect your information going forward.

What Happened:

FCCU recently detected and stopped a data security incident that involved an unauthorized party gaining access to a portion of our email environment. Upon detecting the incident, we promptly engaged third-party forensic specialists to assist us with securing the email environment and investigating the extent of unauthorized activity. We confirmed through the investigation that some personal information was likely compromised in the incident for a very limited number of members.

Our investigation revealed that the following categories of your information may have been exposed: name, address, driver’s license number and/or Social Security number. Please note that each person receiving this letter did not necessarily have all of these types of personal information affected.

As of this writing, FCCU has not received any reports of identity theft related to the incident.

What We Are Doing:

Data security is among the highest priorities of FCCU, and we are committed to doing everything we can to protect the privacy and security of the personal information in our care. We have implemented measures to strengthen the security of our systems even more going forward.

Additionally, we are providing you with access to Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score services at no charge. These services provide you with alerts for twelve (12) months from the date of enrollment when changes occur to your credit file. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud. These services will be provided by Cyberscout, a TransUnion company specializing in fraud assistance and remediation services.

What You Can Do:

To enroll in credit monitoring services at no charge, please log on to <https://bfs.cyberscout.com/activate> and follow the instructions provided. When prompted, please provide the following unique code to receive services: [REDACTED]. In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

Please reference the enrollment code above when calling or enrolling online, please do not discard this letter.

For More Information:

Enclosed you will find additional materials regarding the resources available to you, and the steps you can take to further protect your personal information.

We recognize that you may have questions not addressed in this letter. Cyberscout representatives are available for 90 days from the date of this letter, to assist you with questions regarding this incident, between the hours of 5:00 am to 5:00 pm Pacific time, Monday through Friday, excluding holidays. Please call the help line 1-800-405-6108 and supply the representative with your unique code listed above.

We appreciate your understanding and patience as we continue to enhance our security measures.

Sincerely,

First City Credit Union