



### IMPORTANT INFORMATION Pertaining to Hannaford Debit & Credit Card Breach

Hannaford announced March 17<sup>th</sup>, 2008 that it had a data intrusion into its computer network that resulted in the theft of customer credit and debit card numbers with expiration dates. This data was illegally accessed from Hannaford's computer systems during the card verification transmission process. No personal identifying information, such as names, addresses, birth dates, or social security numbers were accessed or obtained.

At Norway Savings Bank we take security breaches very seriously and we want you to know the following:

- We have worked diligently with MasterCard and our card processor to identify account numbers that were potentially involved in this breach.
- Rest assured, we provide a 24 hour, 7 day a week fraud monitoring system. We monitor every transaction for fraudulent activity. Because of this, we do not see the need to reissue cards at this time.
- If you are concerned that your card number may have been compromised, it is important to remember that you are protected by MasterCard's Zero Liability protection policy should you have fraud on your account.
- You can continue to use your debit card as usual.
- As always, we encourage you to monitor your account closely and report any unauthorized transactions to us immediately.
- If you see any signs that your card may have been fraudulently used or if you have any questions, please call toll-free 1-888-725-2207.
- A final word of caution: beware of phishing attacks and scams. Norway Savings Bank will never call you or email you asking for personal account information.

For the most current information from Hannaford regarding the data breach, link here for the [Hannaford website](#).

For additional information about what you can do to prevent identity theft, link here for the [U.S. Federal Trade Commission's ID Theft resource page](#).

In our dedicated efforts to protect your account from internet fraud, Norway Savings is a member of the **Maine Anti-Phishing Coalition** (MEAPC). We've joined forces with other community banks throughout Maine to educate consumers about the dangers of Phishing and information theft. To learn what Phishing is and how you can help to prevent it, visit [www.nophishing.org](http://www.nophishing.org).