



Altoona VA Hospital Federal Credit Union

2907 Pleasant Valley Blvd, Room 9 • Altoona, PA 16602-4305
(814) 946-0726, voice
(814) 946-1842, fax
www.vafcu.com

February 6, 2009

To our valued member,

We have been informed that your card has been compromised in the Heartland Payment Systems, Inc. network security breach. The Altoona VA Hospital FCU, in its ongoing efforts to protect its members, has decided to take an aggressive and proactive approach to this situation and has implemented the following:

1. We have activated our Emergency Incident Response Plan. This means running certain programs within our network that specifically target these card numbers, intercepting the transactions, and allowing us to scrutinize to ensure these are appropriate for the member. While no program can guarantee 100%, it allows us the opportunity to catch a great deal as “exceptions” and to notify the member as such. What this means to you, if you get a bunch of phone calls from us to verify transactions, please bear with us. It is for your protection.
2. We have immediately suspended the cards in question, and are in the process of reissuing these cards AND new randomly generated personal identification numbers (PINs) that will arrive in separate envelopes within 7-10 business days.
3. We are encouraging all individuals affected to contact TransUnion or one of the credit bureaus and activate a fraud alert on their credit report. This will ensure that nothing is added to your credit without your approval. Then number for TransUnion to do this “credit freeze” is 1-888-909-8872.
4. As we have started receiving electronic checks that have been fraudulent, as well as regular “on demand” drafts that have been fraudulent, we are now required under Regulation CC to place a 7 business day hold on all share drafts over \$1000.00 that come into the credit union, unless there are sufficient funds in the share account to cover it. We apologize for this, but last year the credit union suffered a \$5000.00 loss that affects the services we offer you the member. The Federal Examiner has deemed that this is appropriate since not all members are as trustworthy as you. In the end, we offer this for your protection, as you in fact are one of our owners.

As with anything else, there is no 100% guarantee that you will not be affected. The important thing we want to get across to you is that **WE WERE NOT INVOLVED IN THIS BREACH IN ANY WAY SHAPE OR FASHION.** Your information was obtained through transactions with a merchant, as Heartland Payment Systems, Inc. is a credit card (Visa, Master Card, American Express, and Discover Card) processor. To learn more about this issue you may consult <http://www.2008breach.com/> and <http://www.msnbc.msn.com/id/28758856/>.





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We will do what is necessary during this critical time, but please keep in mind it is your responsibility to monitor your account and notify us of any irregularities as soon as possible. Failure to notify us in a timely fashion could lead to your “acceptance of liability” for the transaction, and we do not want you paying for something that is not yours. We also want to remind you that while we do not believe this would be the case concerning your account, some people may try to take advantage of the situation. It is unlawful to claim that a transaction you made was in fact “unauthorized” to avoid financial responsibility. We investigate every claim thoroughly, and if we find you did not make the transaction, we act to hold those persons or parties responsible, up to but not limited to, criminal prosecution. We investigate and prosecute all fraud cases. Please keep this in mind when you come in to sign the “Under penalty of perjury” form.

Now that we got the unpleasant language out of the road, for you our valued member I would like to say we are deeply sorry for the inconvenience brought upon you by this, and feel free to contact me about this or any other suspicious financial situations you may have questions about. My door is always open.

Please keep in mind that we at the Altoona VA Hospital FCU **WILL NEVER ASK FOR ACCOUNT NUMBERS AND/OR PASSWORDS VIA TEXT MESSAGES, E-MAILS, OR OVER THE PHONE. IF YOU BELIEVE THAT A REQUEST MADE TO YOU IS SUSPICIOUS, PLEASE CONTACT US IMMEDIATELY. NEVER DISCLOSE PERSONAL INFORMATION OVER THE PHONE.** If you wish to email us pertaining sensitive information on your account, including account number, please log in to the secure home banking web site and send us a secure message. If you need to know how, please contact us.

Again, thank you for your continued business with the Altoona VA Hospital FCU. During this tough economic time, we continue to be strong, thanks in part to members like you, and we are backed up to \$250,000 per account with the full faith of the National Credit Union Association.

With Kindest Regards,

Michael A. Mauk, CISSP, MCSE, C|EI, L|PT, ITIL
Vice President of Operations

