



FIRST NATIONAL BANK OF BROOKFIELD

9136 Washington Ave. • Brookfield, IL 60513 • (708) 485-2770

October 8, 2019

Re: ATM Fraud

Dear Valued Customer:

As many of you are aware, a significant number of our ATM cards were fraudulently utilized this past weekend. While the facts and circumstances of this theft are still being investigated, we sincerely apologize for the inconvenience and frustration this has caused and are working diligently to make things right. This faceless crime often goes unpunished in our industry as it is unfortunately so widespread, but the First National Bank of Brookfield will actively pursue these criminals and prosecute them to the maximum extent allowed under the law.

The First National Bank of Brookfield has proudly served Brookfield since 1962 and our top priority has always been to protect our customers' savings and personal information. As cyber criminals have grown increasingly sophisticated, we have spent hundreds of thousands of dollars to ensure our information security is second to none and use top ranked national vendors to support our efforts. We also provide ongoing security training to our experienced staff to keep them up to date on new criminal schemes and things to watch out for on a daily basis on behalf of our customers. Our high level of personalized service combined with our advanced technology security protocols has done an outstanding job of protecting our customers in the past.

While these criminals appear to have been able to steal customer debit card information sometime in the past several months at our drive-thru ATM, no personal data was compromised other than customer PINs associated with the cards. We believe we have stopped this particular fraud event and are working diligently with our card processor to implement strategies to mitigate future events. As a security precaution we have ordered new debit cards for all affected cardholders. We also encourage cardholders to remain vigilant for incidents of fraud and identity theft by regularly reviewing account statements and transaction histories. If suspicious activity is observed, please contact us at the Bank at (708)485-2770 or contact our 24/7 After Hours Card Notification Center at (800)472-3272.

The First National Bank of Brookfield is taking this matter extremely seriously and sincerely apologizes for the inconvenience this has caused.