December 20, 2024

NAME
STREET
CITY STATE ZIP

RE: Compromised Card Notification: [CARD TYPE] CARD
Acct. FIRST4-XXXX-XXXX- LAST4

Dear FIRSTNAME,

We were notified by VISA® USA that a merchant not related to Qualstar experienced an unauthorized intrusion into its network, which may have put our cardholders' information at risk. **It is important for you to know your Qualstar card referenced above was previously used at the affected merchant**. The data compromised may have included card information, email, and phone number(s).

In order to protect your account we have issued a new contactless card, which you can expect to receive in approximately two (2) weeks. You'll notice your new card looks different from your old one—and it works differently, too. Besides the new color, you can now tap to pay with your Qualstar card. When the card arrives, scan the QR code to activate it immediately and set your PIN – when that is done, your current card will be blocked automatically. **If you prefer to block your card now**, log into Mobile Banking (install our iPhone or Android app) or Home Banking (desktop PC or laptop) and choose the Accounts & Cards menu to access the "Manage Visa Cards" widget – or call (800) 228-9901, option 2.

Please Note: After January 20, 2025, your old card will be blocked even if the new replacement card has not been activated.

At this time, your daily card limits remain the same. Qualstar may take additional action to protect affected accounts from loss of funds on the cardholders' behalf. In the event we see fraudulent activity on your compromised card, we may lower your daily limits or disable your card immediately.

If you have used the old card number for any ongoing automatic or online recurring payments, please notify those payees of the card number change.

We realize changing your card access can be inconvenient, but we feel it's important to take appropriate measures to protect your account(s) when there are possible security breaches. We encourage you to review your account for unauthorized transactions and monitor activity prior to receiving your new card. If you do notice unauthorized activity, or have questions or concerns, call us at **1-800-848-0018** or send a secure message via Mobile or Home Banking.

Sincerely,
Qualstar Credit Union