



Heritage

BANK

Notice of Security Incident

Heritage Bank is providing information regarding a recent security event. Please see below for details and available support services.

Last updated: Friday, March 20, 2026

On or about March 2, 2026, Heritage Bank identified unauthorized activity within our network. Once identified, we took steps to immediately isolate and secure our network. Additionally, we engaged third-party specialists to assist with investigating the nature and scope of the activity. The investigation revealed that certain files were copied from an internal file share server on March 1, 2026. The file share server is used by employees and may contain some employee and customer private and confidential data. Heritage Bank's customer accounts, customer systems, and operations were not impacted.

The information present within the reviewed data varies by individual and may include your name and one or more of the following: account number, SSN or ITIN, date of birth, and/or address.

Upon learning of this event, we quickly secured the network environment and undertook a thorough investigation. We have also implemented additional technical safeguards to further enhance the security of information in our possession and to prevent similar incidents from happening in the future. Additionally, we are offering potentially impacted individuals complimentary credit monitoring and identity protection services.

We encourage individuals to be vigilant over the next 12 to 24 months by regularly reviewing and monitoring all account statements, explanation of benefits statements, and credit history to guard against any unauthorized transactions or activity. If an individual discovers any suspicious or unusual activity on their accounts, they should promptly contact their financial institution or company. They can also review the "Steps You Can Take to Help Protect Your Information" below for additional resources.

If you have any questions or would like to enroll in the complimentary credit monitoring, please reach out to our dedicated assistance line at 1-833-877-5751, between the hours of 5:00 a.m. to 5:00 p.m. PT, Monday through Friday, excluding holidays. You can also write to us at Heritage Bank P.O. Box 1578, Olympia, WA 98507.

STEPS YOU CAN TAKE TO PROTECT YOUR INFORMATION

Monitor Your Accounts



Online Banking makes it easier to manage your finances.



We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your credit reports and account statements for suspicious activity and to detect errors. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus: TransUnion, Experian, and Equifax. To order your free credit report, visit annualcreditreport.com or call 1-877-322-8228. Once you receive your credit report, review it for discrepancies and identify any accounts you did not open or inquiries from creditors that you did not authorize. If you have questions or notice incorrect information, contact the credit reporting bureau.

You have the right to place an initial or extended "fraud alert" on a credit file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any of the three credit reporting bureaus listed below.

As an alternative to a fraud alert, you have the right to place a "credit freeze" on a credit report, which will prohibit a credit bureau from releasing information in the credit report without your express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a credit freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., III, etc.);
2. Social Security number;
3. Date of birth;
4. Address for the prior two to five years;
5. Proof of current address, such as a current utility or telephone bill;
6. A legible photocopy of a government-issued identification card (e.g., state driver's license or identification card); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft, if you are a victim of identity theft.

Should you wish to place a fraud alert or credit freeze, please contact the three major credit reporting bureaus listed below:

TransUnion
1-800-680-7289
transunion.com

TransUnion Fraud Alert
P.O. Box 2000
Chester, PA 19016-2000
TransUnion Credit Freeze
P.O. Box 160
Woodlyn, PA 19094

Experian
1-888-397-3742
experian.com

Experian Fraud Alert
P.O. Box 9554
Allen, TX 75013
Experian Credit Freeze
P.O. Box 9554
Allen, TX 75013

Equifax
1-888-298-0045
equifax.com
Equifax Fraud Alert
P.O. Box 105069
Atlanta, GA 30348-5069
Equifax Credit Freeze
P.O. Box 105788
Atlanta, GA 30348-5788

Additional Information



Online Banking makes it easier to manage your finances.



You can further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the credit reporting bureaus, the Federal Trade Commission (FTC), or your state Attorney General. The FTC also encourages those who discover that their information has been misused to file a complaint with them. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; [identitytheft.gov](https://www.ftc.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261.

You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement, your state Attorney General, and the FTC. This notice has not been delayed by law enforcement.

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NMLS# 541567

