

Notice

We have been made aware that a third-party core provider of financial transaction processing and information technology services, Evertec, had a cybersecurity incident that affected certain personal information associated with some customers of financial institutions in Puerto Rico, including Popular. Our systems were not affected by this incident.

Our customers' well-being is our most important concern. We are sorry for any inconvenience caused by this situation.

What Happened?

Evertec notified us that on May 13, 2026 they learned of unauthorized access to data maintained by an external service provider platform that they use to support system performance.

What Are We Doing?

In response to this incident, we have enhanced fraud monitoring measures and are assessing the situation closely with Evertec to protect our customers. Evertec will communicate with our affected customers directly as appropriate via mail.

As a reminder, we will **never** contact our customers to request or validate our customers' confidential information.

As an additional precaution and courtesy, Evertec is offering access to 24 months of complimentary credit monitoring and identity protection services through Experian IdentityWorksSM. Details of this offer and instructions on how to enroll in the services may be found in the letter sent by Evertec to affected customers.

What Can Our Customers Do?

Activate Mi Banco Alerts: Sign up to receive instant notifications about account transactions and activity through push notifications, emails, or text messages (SMS). For additional information, access [here](#).

Use our On/Off feature in Mi Banco Mobile App: Temporarily lock and unlock their debit cards in the Mi Banco app. Learn more [here](#).

Also, we encourage all customers to change passwords regularly, use strong and complex passwords and enable 2-step verification where possible. For more information about 2-Step Verification, access [here](#).

Remember to never share your passwords or PINs with others. For more tips on how to protect your account, access [here](#).

For individuals with a Social Security number assigned by the United States Government, we also recommend the following:

Order A Free Credit Report and Delete Information Relating to Fraudulent Transactions. Customers are encouraged to periodically obtain a copy of their credit report, free of charge, from each nationwide credit reporting agency whether or not they suspect any unauthorized activity on their account. If they detect any fraudulent transactions, we recommend that they have information relating to any such fraudulent transactions deleted. To order a free credit report, visit www.annualcreditreport.com, call toll-free at [\(877\) 322-8228](tel:8773228228), or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's ("FTC's") website at www.consumer.ftc.gov and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The

three nationwide consumer reporting agencies provide free annual credit reports only through the website, toll-free number or request form.

Monitoring. Customers should always remain vigilant for incidents of fraud and identity theft by reviewing bank and payment card account statements and monitoring credit reports for suspicious or unusual activity and immediately reporting any suspicious activity or incidents of identity theft. They can contact the FTC to learn more about how to protect themselves from becoming victims of identity theft, how to report incidents of identity theft, and how to repair identity theft: Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, [1-877-IDTHEFT \(438-4338\)](tel:1-877-IDTHEFT), www.ftc.gov/idtheft/.

Consider Placing a Fraud Alert on Their Credit File. To protect themselves from possible identity theft, they should consider placing a fraud alert on their credit file. A fraud alert tells creditors to follow certain procedures, including contacting them, before they open any new accounts or change existing accounts. For that reason, placing a fraud alert can protect them, but also may delay when they seek to obtain credit. Initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. Customers can place fraud alerts with the three credit bureaus by phone, by mail, or online (see below). The bureau they contact will notify the other two bureaus about the fraud alert. For more information on fraud alerts, they also may contact the FTC as described above.

Equifax Fraud Alert

P.O. Box 105069
Atlanta, GA 30348-5069
[1-888-378-4329](tel:1-888-378-4329)

[Learn more →](#)

Experian Fraud Alert

P.O. Box 9554
Allen, TX 75013-9544
[1-888-397-3742](tel:1-888-397-3742)

[Learn more →](#)

TransUnion Fraud Alert

P.O. Box 2000
Chester, PA 19016
[1-800-916-8800](tel:1-800-916-8800)

[Learn more →](#)

Feedback

Consider Placing a Security Freeze on Their Credit File. They also have the right to place a security freeze on their credit report. A security freeze is intended to prevent credit, loans, and services from being approved in their name without their consent. *Unlike a fraud alert, they must place a security freeze on their credit file at each consumer reporting agency individually.*

To place a security freeze on their credit report, they must make a request to each consumer reporting agency by phone, by mail, or online (see below). The consumer reporting agencies may require proper identification prior to honoring the request, so to place the security freeze for themselves, their spouse, or a minor under the age of 16, they will need to provide name, address for the past two years, date of birth, Social Security number, proof of identity and proof of address as requested by the credit reporting company. After receiving the freeze request, each credit reporting company will send a confirmation letter containing a unique PIN (personal identification number) or password, which will be required to lift the freeze, which they can do either temporarily or permanently. It is free to place, lift, or remove a security freeze.

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348-5788
[1-888-298-0045](tel:1-888-298-0045)

[Learn more →](#)

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013-9544
[1-888-397-3742](tel:1-888-397-3742)

[Learn more →](#)

TransUnion Security Freeze

P.O. Box 160
Woodlyn, PA 19094
[1-800-916-8800](tel:1-800-916-8800)

[Learn more →](#)

For additional questions or concerns about the incident, visit Evertec's dedicated landing page at <https://info.evertectrends.com> or contact Evertec's dedicated call center at [+1 866-242-1613](tel:+18662421613), available between 9:00 AM and 9:00 PM AST. You can also contact TeleBanco Popular® at [787-724-3659](tel:7877243659).

Frequently Asked Questions

What information was exposed?

The letters that Evertec sent to customers identify the information that was exposed. The letter also includes an offer for two years of complimentary credit and identity monitoring services.

How can I find out exactly which of my data was exposed?

The letters that Evertec sent to customers identify the exposed information. The letter also includes an offer for two years of complimentary credit and identity monitoring services.

What is Banco Popular doing to protect my information and my accounts?

We have strengthened our ongoing fraud-monitoring measures to protect your account. In any case, we encourage all customers to closely monitor their accounts to detect any suspicious activity. You may activate Mi Banco Alerts to get real-time updates on your transactions, use our "ON/OFF" service to activate or deactivate your debit card(s) in the Mi Banco app, whenever you need to manage your transactions.

Also, remember to change passwords regularly, use strong and complex passwords and enable 2-step verification where possible. Remember to never share your passwords or PINs with others.

As an additional precaution and courtesy to our customers, Evertec will offer a complimentary two-year credit and identity monitoring services through Experian. Eligible customers will receive a letter via mail with the assigned unique promo code and enrollment instructions and details. If you receive a letter and choose to take advantage of these services, you must complete the enrollment process within the 90 day-period.

What should I do with my current debit card?

You can continue to use your current debit card. We have strengthened our ongoing fraud-monitoring measures to protect your account.

We encourage all customers to closely monitor their accounts to detect any suspicious activity. You may activate Mi Banco Alerts to get real-time updates on your transactions, use our "ON/OFF" service to activate or deactivate your debit card(s) in the Mi Banco app, whenever you need to manage your transactions.

Also, remember to change passwords regularly, use strong and complex passwords and enable 2-step verification where possible. Remember to never share your passwords or PINs with others. For more tips on how to protect your account, visit popular.com/en/security.

As an additional precaution and courtesy to our customers, Evertec will offer a complimentary two-year credit and identity monitoring services through Experian. Eligible customers will receive a letter via mail with the assigned unique promo code and enrollment instructions and details. If you receive a letter and choose to take advantage of these services, you have 90 days to enroll in the service.

Will my debit card be replaced?

Please contact us at [787.724.3659](tel:787.724.3659) or visit your [nearest branch](#), where one of our representatives will be available to assist you.

What should I do if I identify/identified suspicious activity on my account?

We understand your concern. We have enhanced monitoring in place and will work with you to resolve any unauthorized activity as quickly as possible. We want our customers to feel supported and at ease. Popular takes responsibility for any loss resulting from unauthorized transactions in their accounts as a result of this incident. If you see any charge you don't recognize, we encourage you to report it immediately so we can investigate and take appropriate action by calling us at [787-724-3659](tel:787-724-3659) or visiting the nearest branch.

Are the suspicious charges on my account related to this incident?

We understand your concern. While at this moment we cannot determine whether a specific transaction is related to this incident, we have enhanced monitoring in place to help detect and prevent fraudulent activity. If you see any charge you don't recognize, we encourage you to report it immediately so we can investigate and take appropriate action by calling us at [787-724-3659](tel:787-724-3659) or visiting the nearest branch.

Is my credit card involved?

No, this incident affected only debit cards.

I received multiple letters from different financial institutions, what does this mean?

The letters were sent based on each debit card that was involved. You may call us at [787.725.3659](tel:787.725.3659) and we can provide information on the data exposed for debit cards from Banco Popular. However, if you would like to subscribe to the Experian free credit monitoring service, you only need 1 code that will be included in the letter. The service will provide all the credit monitoring alerts, notifications, and access to your credit report. To enroll, please call [+1 866-242-1613](tel:+1866-242-1613), available between 9:00 AM and 9:00 PM AST.

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Contact Us

TeleBanco Popular®: [787.724.3650](tel:787.724.3650)

Hearing Impaired (TDD): [787.753.9677](tel:787.753.9677)

209 Ave. Ponce de León San Juan, PR 00918

Routing numbers

Puerto Rico: [021502011](tel:021502011) 