

April 8, 2026

Dear [REDACTED]:

I am writing to inform you of an error that was discovered at Needham Bank on February 5, 2026, in which a copy of your 1099 was inadvertently disclosed to another customer with the same first name and similar last name via email. Your disclosed information included your name, address, social security number, account numbers and the amount of interest generated for each account.

Needham Bank takes data protection of our customers seriously and we are consistently looking for ways to perfect our own safeguards. We truly apologize for this inadvertent error and for any inconvenience this may cause you. We are addressing our procedures to ensure that all employees follow our procedures going forward. We have also contacted the customer who received your information and they have destroyed your information.

We are offering free credit monitoring service to you for up to two (2) years. If you would like to take advantage of this offer, please enroll in a service and send or email proof of payment to me for reimbursement. Once you sign up, Needham Bank will reimburse you for up to two (2) years of service.

In this letter, we have also provided some actions you can take to protect yourself and to make you aware of your rights. For example, we recommend that you monitor your account(s) vigilantly over the next twelve (12) to twenty-four (24) months. You can review your account activity using online banking, mobile banking, telephone banking, or your account statements. As a reminder, you can set up alerts through online banking to advise you of activity on your account. If you suspect any fraud incidents or suspect identity theft, please report these promptly back to Needham Bank.

Your relationship is important to us. If you have any questions or would like to discuss this matter further, please contact me directly at (781) 247-6764.

Sincerely,



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