



## Recent eBay Cyber Attack

With the recent announcement from eBay regarding the cyber attack carried out three months ago that has compromised customer data, we want to remind you that First Citizens' works vigorously to protect your personal information and accounts from fraudulent activity.

Security experts warned that the stolen information includes usernames, emails, addresses, dates of birth and encrypted passwords. There was no indication that the attackers obtained financial information such as credit and debit card numbers or gained access to customer accounts at PayPal, which is owned by eBay. However, the stolen information would make eBay customers easy targets for phishing attacks, in which criminals send e-mails that bait victims into clicking on malicious links or direct them to fake login screens where they are asked to enter more valuable information, such as a Social Security number, credit and debit card number. We warn you not to click links in e-mail or discuss any personal information over the phone.

When a breach is first reported either through traditional news media or from our subscribed service bureaus we immediately enact our emergency breach procedures. This begins with a review of our entire debit card database to identify any potentially compromised cards. Once we have isolated the potentially affected cards we immediately review the transactional activity to identify any possible fraudulent activity. If fraud is identified either through our review or from a member report we immediately lock out the compromised cards. In this case, we will send you a notification and we will re-issue you a new card.

We encourage you to regularly monitor your account and if you suspect anything that may not be legitimate please notify us as soon as possible at 1-800-642-7515 so we may work with you to correct the situation. Please remember that First Citizens' will never request any personal information (such as account numbers, passwords, PINS, or Social Security Numbers, etc.) through a text message, over the phone or through an unsecured email.

First Citizens' is dedicated to protecting you against account fraud and keeping you informed about how to protect your identity with IdentitySecure. With IdentitySecure you can protect you and your family against all of the main types of identity fraud. Get the identity theft protection you need by enrolling today.

[Learn More about IdentitySecure](#)