

Dear [Customer Name],

At Norway Savings Bank, we take the security of your data very seriously and are also committed to transparency. A recent data security incident involving a vendor may have compromised some of your personal information. **At this time, there is no evidence of any kind that NSB customer data has been or will be misused as a result of this incident, but we are remaining vigilant.** We are writing to provide you with the details, explain the actions that NSB has taken, and describe the steps you can take to protect yourself moving forward.

What Happened?

On August 14, 2025, a security incident occurred at a third-party data services provider of Norway Savings Bank during which an external actor/system obtained unauthorized access to certain portions of the provider's data environment. The incident did not involve NSB's own internal systems. Upon learning of the incident, NSB received regular updates from the affected provider regarding its incident response and investigation. Cybersecurity experts were engaged to conduct a detailed review that determined whether and what NSB customer information may have been included. This thorough investigation concluded on October 27, 2025, and we are now able to provide you with the full details contained in this letter.

What Information Was Involved?

The personal information that may have been unsecured during this breach are names, addresses, dates of birth, social security numbers, tax identification numbers, and financial account information. Norway Savings Asset Management Group accounts were not affected.

What is Norway Savings Bank Doing to Help?

- **NSB is providing you with free credit monitoring and identity theft protection services through IDX.** IDX is a data breach and recovery services expert that offers a variety of identity protection services, including [12 months/24 months] of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed ID theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.
- To enroll in these free identity protection services, please call IDX at [TFN] Monday through Friday from 8 a.m. to 8 p.m. Please note that the deadline to enroll is [Enrollment Deadline].
- In addition, NSB operates a 24-hour fraud monitoring system to examine transactions for fraudulent activity and patterns.
- Since learning of this incident, NSB has also taken several measures to evaluate and rule out patterns of any account misuse or fraudulent transactions.

What Can You Do?

NSB has firm processes and procedures in place to prevent fraud. We also believe in the value of empowering our customers with the information and knowledge you need to be able to effectively partner with us in our fraud prevention efforts.

- Enroll in account alerts through NSB's online or mobile banking systems.
- We also encourage you to monitor your account closely and report any unauthorized transactions to us immediately at 1-888-725-2207. If you notice the abnormal activity after hours, on weekends, or on holidays, call 1-800-472-3272 to have your debit card frozen.
- You can also turn your card off with the CardHub feature on the NSB Mobile App.

We understand that being notified regarding an incident of this nature may raise concerns and we apologize that this vendor incident has occurred. For 159 years, NSB's highest

priority has been the security of your accounts, offering you protection and remittance in the case of fraud, and providing you with the support you need.

As always, thank you for your support and loyalty. We will always do our very best to live up to the great trust you place in NSB.

Sincerely,

A handwritten signature in black ink, appearing to read 'D. Walsh', with a stylized flourish at the end.

Dan Walsh
President and CEO