

If you are using any of the following services through the RIBridges system, you may be impacted by the recent RIBridges data breach:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Families (TANF)
- Child Care Assistance Program (CCAP)
- Health coverage purchased through HealthSource RI
- Rhode Island Works (RIW)
- Long-Term Services and Supports (LTSS)
- General Public Assistance (GPA) Program
- At HOME Cost Share

If you have questions for the State of RI regarding the breach, please call **833-918-6603** to speak with a call center agent regarding the case. The service is available Monday - Friday from 9 AM to 9 PM. The reference number for this specific breach is **B137035**. Please note that call center agents will not have the ability to advise whether you were impacted by the breach, given that the State of RI is still analyzing the data. If you are impacted, you will receive a letter from the state offering free credit monitoring.

Below are recommended steps to protect your financial information:

1. Freeze Your Credit

Contact all three credit reporting agencies to freeze your credit. This is free and means no one else can take out a loan or establish credit in your name. You won't lose access to your money or credit cards. You can lift the freeze at any time.

- Equifax: (888) 378-4329
- Experian: (888) 397-3742
- TransUnion: (800) 916-8800

2. Monitor Your Credit

Request a free credit report from one of the three credit reporting agencies. You can also access a free credit report through [AnnualCreditReport.com](https://www.annualcreditreport.com).

3. Request a Fraud Alert

Ask one of the credit reporting agencies to place a fraud alert on your files. This service is free and lets creditors know to contact you before any new accounts can be opened in your name. Requesting this from one agency will cover this step for all three agencies.

4. Use Multifactor Authentication

Instead of relying on just one password to access your information, enable multifactor authentication to add an extra layer of security. You can turn on multifactor authentication within the People's Credit Union online or mobile banking application.

Cont. Recommended steps to protect your financial information:

5. Be Aware

Due to the breach, you may receive fake emails, phone calls, or texts that appear legitimate. Remember, never share personal information – such as your Social Security number, date of birth, or password – through an unsolicited e-mail, call, or text. People’s Credit Union analyzes every transaction and application for fraudulent activity. We may contact you to verify a transaction; however, if you do not recognize the person you are speaking with or they are not personally known to you from your local branch, please hang up and contact the Member Service Center. There is also an expectation that you will receive spoofed calls. The best thing to do is always contact your local branch or the Member Service Center at 800.498.8930.

6. Turn on Transaction Alerts

People’s Credit Union provides our members with the ability to turn on transaction alerts within the online banking application. These notifications are recommended to be leveraged to ensure members are aware of any potentially fraudulent activity immediately.

You can create alerts by navigating to “Create & Manage Alerts” (accessible in Desktop under the “Profile & Security” header or in the “More” menu on the mobile app). Select the Accounts option, where you’ll have the option to create alerts for the pre-selected account- if you have multiple accounts, we recommend creating alerts for each account.

Transaction alerts allows you to set thresholds to be notified of posted transactions, whether withdrawals, deposits, or both. To be notified of all posted transactions, you can set the transaction amount threshold to \$0.00 for withdrawals and/or deposits (recommended).

7. Utilize Free Credit Monitoring

If you receive a letter from the State and are confirmed as impacted, ensure you take advantage of the free credit monitoring offered. If available, use alerts within the application provided to be notified of any new accounts, loans, or changes to your credit file so you can report anomalies immediately.

People’s Credit Union offers myCredit Health within online and mobile banking, where users can monitor their credit score, see their full credit report, and monitor any alerts or changes.