

Cybersecurity Incident Notice

October 25, 2021

PAL Card learned in late September that criminals forced their way into our systems, gaining access to some customers' personal information.

As PAL Card works our way through this very difficult situation our top priority is taking care of our customers and providing communication as fast as we can.

It is our responsibility to protect the information shared with us. To date we are not aware of any personal information being released by the criminals, however, there remains a chance that could happen.

We moved as swiftly as we could to address the problem once it became known. When we have additional information, customers who may have been impacted will receive a formal notice that provides more detail on what information was compromised.

PAL Card has secured a call center to provide additional information and answer questions. The telephone number for the call center is 855-675-3112 and is available between the hours of 9am and 9pm Eastern Time.

PAL Card is also taking additional steps to guard against something like this happening again.

To help prevent identity theft you may contact the FTC's Consumer Response Center: www.ftc.gov/bcp/edu/microsites/idtheft/, 1-877-438-4338. And should you find reason to believe your personal information is being misused contact the Federal Trade Commission (FTC) and or the Attorney General's office in your state as soon as possible. Report identity theft at: <https://www.identitytheft.gov/#/>

Thank you.