



# Southwest 66 Credit Union

February 10, 2012

Dear Valued Member:

We are writing to inform you of a recent security incident at Southwest 66 Credit Union. This incident has affected over 50 financial institutions across Texas. We have been advised that on December 21, 2011, two laptop computers were stolen from a vehicle outside a restaurant in Houston. The computers belonged to the outside auditing firm employed by the credit union to perform our annual audit. The authorities in Houston are working on the case and should retrieve the computers soon.

The information on the computers contains your name, address, social security number, credit union account number, and credit union credit card number. **Your ATM and Debit Card were not impacted.**

We do not have any evidence that your information has been misused, and we believe that the likelihood of such misuse is low due to the nature of it involving a petty thief. Because of the multiple layers of security on the computers, we believe it will be very unlikely for an unauthorized person to access your data.

However, as added security at the Credit Union we will review and verify all incoming ACH debits over \$2,500. Also, when you call into the Credit Union we will enhance the identification procedures to include verification of your date of birth.

Out of caution, we are informing you about this incident so you may properly evaluate what actions you wish to take in this matter. Here are some potential steps you can take to ensure your information is safe:

- **Place a fraud alert on your credit files.** A fraud alert lets creditors know to contact you before opening new accounts. When you contact any one of the three credit reporting agencies below, the agency will automatically file your fraud alert with the other two reporting agencies. After placing your alert, all three credit reporting agencies will send you a letter with instructions on how to receive a free credit report from each agency. We have already contacted the credit bureau to let them know our members will probably be calling.

Experian  
(888) 397-3742  
[www.experian.com](http://www.experian.com)

Equifax  
(800) 525-6285  
[alerts.equifax.com](http://alerts.equifax.com)

TransUnion  
(800) 680-7289  
[fraud.transunion.com](http://fraud.transunion.com)

- **Request your credit reports.** Request your credit reports from the agencies above. Look for inquiries from companies that you did not initiate. Look for debts that you cannot explain. Also look for any personally identifiable information, such as your home address or billing address that is not accurate. If you see something on your report that you do not understand, call the credit reporting agency at the number on your report for an explanation.
- **Monitor your credit reports.** Even if you do not detect any unauthorized activity on your credit reports, you should remain vigilant and monitor your credit reports every three months for the next 12 to 24 months. This is an option to consider.
- **Renew your fraud alert.** An initial fraud alert filed with the credit reporting agencies is valid for 90 days only, after which time it must be renewed in order to keep it active. Each time you renew your initial fraud alert, you can request a copy of your credit report.
- **Promptly report any suspicious or unauthorized activity.** If you detect suspicious or unauthorized activity on your credit report, on your credit union accounts, or with regard to any other financial business of yours, contact us immediately at (432) 363-6600 for further instructions.

For more information on identity theft and how to protect yourself, we suggest that you visit the Federal Trade Commission's website at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft).

Please be assured that we have taken every step necessary to address the incident, and that we are committed to fully protecting all of the information you have entrusted to us. Southwest 66 Credit Union takes this incident seriously and is committed to assuring the security of your data. If there is anything we can do to assist you, please contact us at (432) 363-6600.

Sincerely,



Anita M. Lintzen  
President/ICEO