

Sample: Respond to Notification of Unauthorized Access to Member Data

Date

Mr. John Doe
Board Chairman
ABC Federal Credit Union
Address
City, State Zip

Dear Mr. NAME:

On September 25, 2015, I received your letter concerning an incident of unauthorized access to member data which occurred at your credit union on July 11, 2015.

I understand supervisory examiner Jane Doe discussed this matter with examiner Abraham Lincoln and met with you and the ABC Federal Credit Union board on August 5. After these discussions, we continue to be concerned with your credit union's ability to adequately secure membership data as required by the Gramm-Leach-Bliley Act.¹

During your meeting with supervisory examiner Jane Doe, your board agreed to seek training in information security and technology concepts, and seek outside assistance to evaluate the credit union's data security. Once you receive this training and consultation, examiner Abraham Lincoln will return to the credit union to review your progress.

If you have any questions, please contact supervisory examiner Jane Doe or examiner Abraham Lincoln at 555-555-1212.

Sincerely,

Captain Kirk
Regional Director

[OFFICE]/[WRITER'S INITIALS]

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¹ The Gramm-Leach-Bliley Act requires financial institutions to explain their information-sharing practices to their customers and to safeguard sensitive data. For more information, see the Gramm-Leach-Bliley Act online at <https://www.gpo.gov/fdsys/pkg/PLAW-106publ102/html/PLAW-106publ102.htm>