



A message for our customers about the Wawa data compromise:

We want to assure you that we are aware of the reported incident at Wawa impacting some credit and debit cardholders who used their cards at Wawa stores between April 22, 2019 and December 13, 2019.

Protecting customer and account information is a top priority and we take it very seriously. We have rigorous fraud systems in place that actively monitor our customers' accounts for suspicious activity. If we suspect fraud, we will contact you to confirm the fraud, then close your debit card and reissue it with a new card number.

As always, C&F Bank customers have zero liability for fraudulent activity. We encourage you to monitor your accounts and if you notice any activity that you do not recognize, you should call the number on the back of your card as soon as possible.

You can also enroll in account alerts to help you keep track of activity on your accounts. Sign into online banking to set up text or email alerts based on your preferences.

If you have any questions or concerns, please call the number on your card or statement.

### **Frequently Asked Questions**

#### **Was my data compromised?**

Wawa is reporting that some credit and debit cards used at Wawa stores between April 22, 2019 and December 13, 2019 were compromised. If you did not use your card at a Wawa store during this timeframe, we do not have reason to believe your card was compromised. We continuously monitor for fraud and if we notice any irregular activity, we will individually notify the customer.

#### **What should I do?**

Whether you're notified or not, it's always a good idea to check your credit report and be aware of any suspicious activity on all of your accounts.

#### **Will C&F Bank be notifying affected customers?**

We will continue to monitor these accounts and notify customers of any suspicious activity.

#### **Has the security breach been fixed?**

Yes. Wawa is working with Visa and MasterCard and law enforcement to ensure no further information is exposed.

#### **What are the chances that I become a victim of identity theft as a result of this incident?**

We were informed that there wasn't significant personally identifying information stolen, such as Social Security numbers or addresses, so we believe that the risk of identity theft is greatly reduced. However, it's always a good idea to check your credit report regularly for incorrect information. In fact, you're entitled to one free copy of your credit report every year at [www.annualcreditreport.com](http://www.annualcreditreport.com) or by calling (877) 322-8228.

Links:

<https://www.wawa.com/alerts/data-security>

Wawa's dedicated tollfree call center: 1-844-386-9559