



Tri Counties Bank Network Outage

February 24, 2023

We are providing an update on a recent cybersecurity incident. After detecting unusual activity in our network environment, we proactively shut down our networked systems. We recognize that this may have caused inconvenience and difficulty for you, and we thank you for your patience as we work to restore all services as quickly as possible.

Tri Counties Bank is currently working to determine the scope of the event, including impact to any data or information maintained on internal bank systems. Our investigation remains ongoing and we have notified authorities, including law enforcement and our bank regulators.

Your account balances are unaffected. Your bank accounts are housed on a secure system that is separate from the Tri Counties Bank network environment impacted by this event. There is no evidence that your accounts were accessed or otherwise impacted.

We always encourage customers to monitor for and report any suspicious activity observed on their accounts. Please refer to the security page on our website for further information on how to protect your account.

Your business is very important to us. We are working tirelessly to restore access to all services as quickly as possible. We will provide additional updates as our systems and full operational capabilities are restored.