



# SECURITY SAVINGS BANK



Home Office • 300 North Howe Street • P.O. Box 10069 • Southport, N.C. 28461 • (910) 457-5246  
June 1, 2006

Kim Darruda  
Consumer Protection Division  
NC Dept. of Justice  
9001 Mail Service Center  
Raleigh, NC 27699-9001

Dear Ms. Darruda,

We were informed by Goldleaf Technologies (our website host and 24/7 monitoring) on the afternoon of May 25, 2006, that our website security-savings.com was "down". Friday morning, May 26, 2006, Goldleaf informed us that the website was still unavailable. Friday afternoon, Goldleaf informed the Bank that the website had been "phished" or hijacked for approximately 2 hours Thursday afternoon and that they were investigating the issues.

Goldleaf has informed us that our site was "hijacked and phished" from Spain. They have reported that 13 of our customers visited the site during this time, but they only have IP addresses, with no actual way to identify the customers. Goldleaf does not believe keystrokes were captured in the scam, but we are using an abundance of caution and asking all of our Online Banking customers to change their user name and passwords. Apparently website visitors were directed to different sites which may have asked for user id, passwords, account numbers and card numbers. Customers were not asked for their names.

We have been contacted by 2 customers, as of 3:00 pm today, that had unauthorized activity on their Visa debit cards (Total dollar amount was \$11.10). At this time, we have lockouts on those customer's accounts until new accounts can be established and their cards have been hot-carded.

We have added a drop-down banner to our web-site informing browsers of the threat last Thursday. You may visit the site at [security-savings.com](http://security-savings.com) to view the message. We also mailed a letter with additional information regarding the "threat" to our online banking customers today.. Goldleaf has verbally assured us of the steps they took from last Thursday until today to identify the "weakness" and eliminate the threat. Additionally, we were informed of new procedures and changes in management at Goldleaf to ensure security is stepped-up significantly going forward.

If you need additional information, please call me or e-mail [rlster@security-savings.com](mailto:rlster@security-savings.com). Thank you for your assistance.

Sincerely,

Rebecca Lester, VP/COO

Southport (910) 457-7705  
Oak Island (910) 278-6022

Shallotte (910) 754-4371  
Sunset (910) 579-9898

Leland (910) 371-6546  
Randleman (336) 498-4211

Calabash (910) 579-3595  
Liberty (336) 622-2292